

## IC Ticket Report with Category Summary

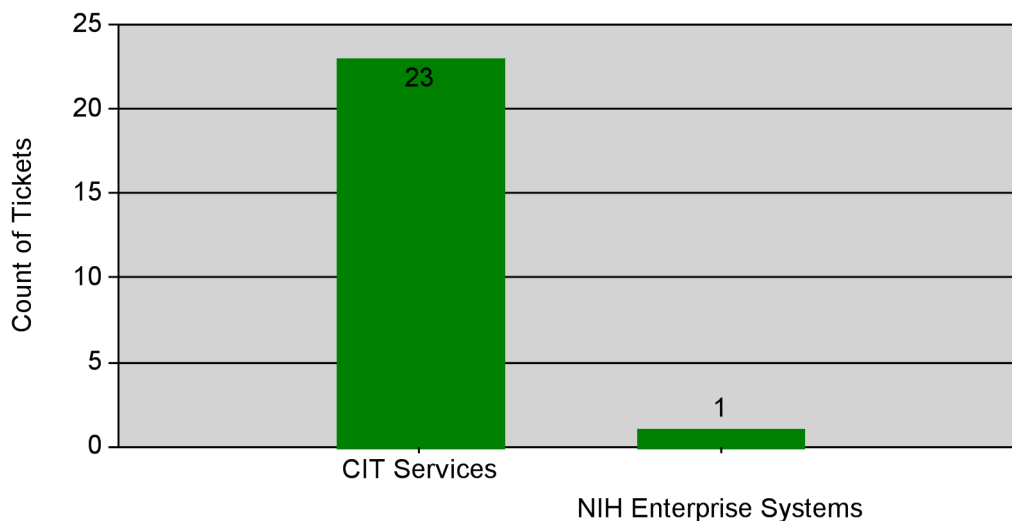


For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



|                        |    |
|------------------------|----|
| Anonymous              | 24 |
| CIT Services           | 23 |
| General Information    | 23 |
| NIH Enterprise Systems | 1  |
| eRA-External           | 1  |

## IC Ticket Report with Category Summary

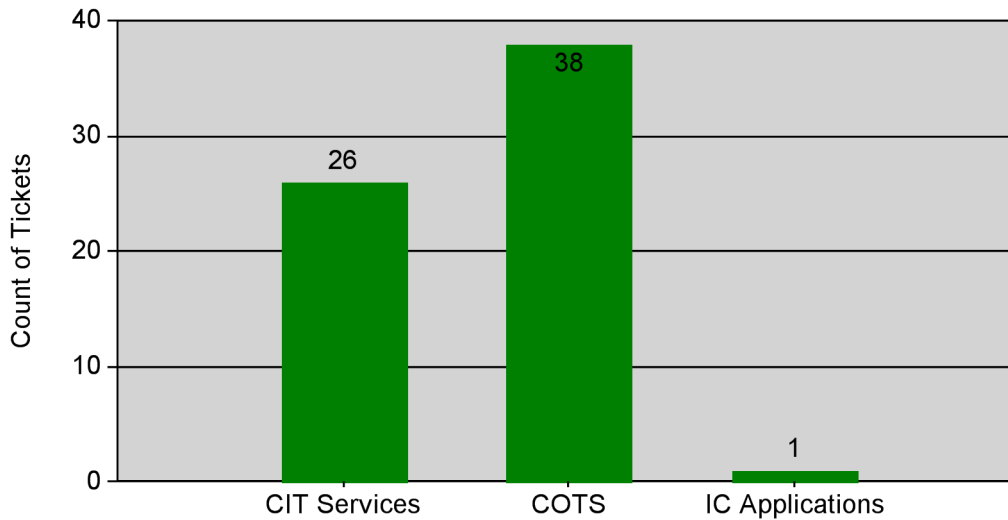


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|                          |    |           |
|--------------------------|----|-----------|
| <b>BCRS</b>              |    | <b>65</b> |
| <b>CIT Services</b>      |    | <b>26</b> |
| Accounts                 | 11 |           |
| Back Office Support      | 3  |           |
| Email                    | 9  |           |
| General Information      | 1  |           |
| Telecommunications       | 1  |           |
| Wireless Services        | 1  |           |
| <b>COTS</b>              |    | <b>38</b> |
| Application Support      | 20 |           |
| Hardware                 | 18 |           |
| <b>IC Applications</b>   |    | <b>1</b>  |
| Web Site Issue (non-CIT) | 1  |           |

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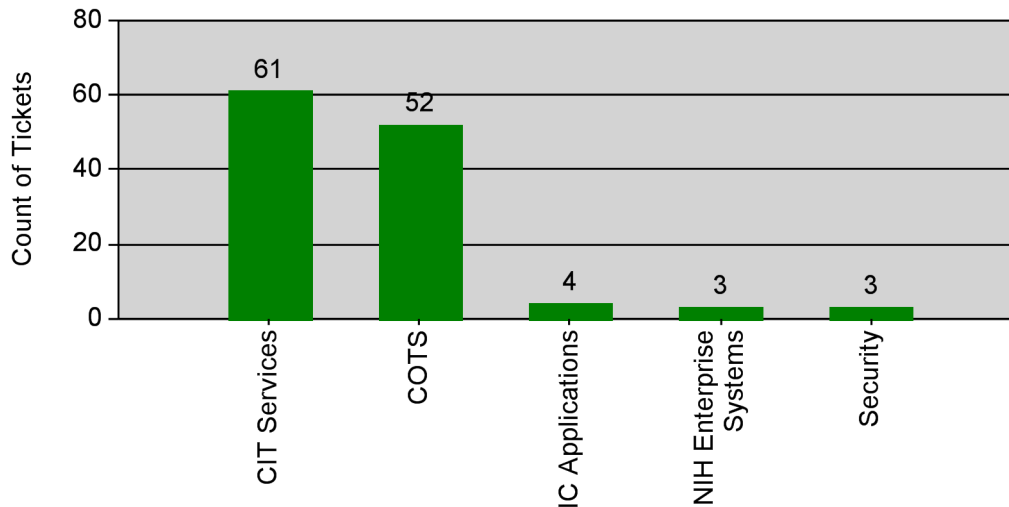


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**Tickets By Category Summary**



|   |            |
|---|------------|
| <b>BHPR</b>                             | <b>123</b> |
| <b>CIT Services</b>                     | <b>61</b>  |
| Accounts                                | 23         |
| Back Office Support                     | 11         |
| Conference Room Support-Equipment Setup | 1          |
| Connectivity                            | 1          |
| Email                                   | 16         |
| General Information                     | 5          |
| Wireless Services                       | 4          |
| <b>COTS</b>                             | <b>52</b>  |
| Application Support                     | 25         |
| Hardware                                | 27         |
| <b>IC Applications</b>                  | <b>4</b>   |
| Local LAN                               | 1          |
| Web Site Issue (non-CIT)                | 3          |
| <b>NIH Enterprise Systems</b>           | <b>3</b>   |
| eRA-Infrastructure                      | 1          |

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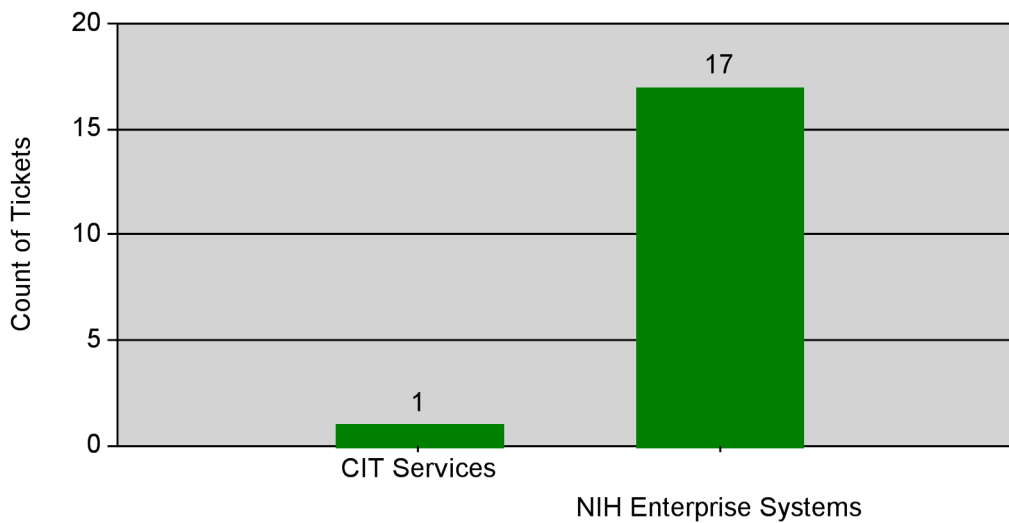
|      |   |
|------|---|
| ITAS | 2 |
|------|---|

|                 |          |
|-----------------|----------|
| <b>Security</b> | <b>3</b> |
|-----------------|----------|

|               |   |
|---------------|---|
| Anti Virus SW | 1 |
|---------------|---|

|          |   |
|----------|---|
| Security | 2 |
|----------|---|

**Tickets By Category Summary**



|             |           |
|-------------|-----------|
| <b>CBER</b> | <b>18</b> |
|-------------|-----------|

|                     |          |
|---------------------|----------|
| <b>CIT Services</b> | <b>1</b> |
|---------------------|----------|

|          |   |
|----------|---|
| Accounts | 1 |
|----------|---|

|                               |           |
|-------------------------------|-----------|
| <b>NIH Enterprise Systems</b> | <b>17</b> |
|-------------------------------|-----------|

|      |    |
|------|----|
| ITAS | 16 |
|------|----|

|     |   |
|-----|---|
| NED | 1 |
|-----|---|

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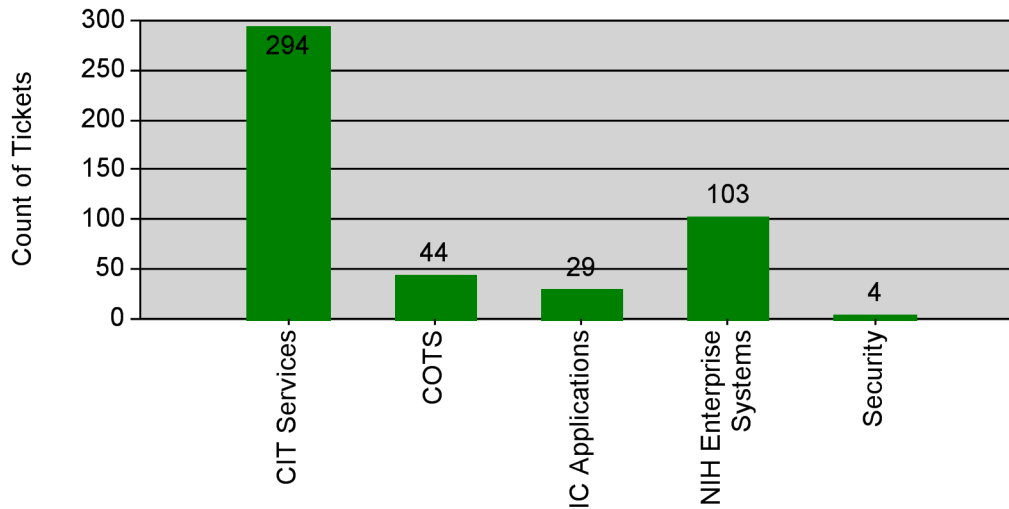


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|                     |            |
|---------------------|------------|
| <b>CC</b>           | <b>474</b> |
| <b>CIT Services</b> | <b>294</b> |
| Accounts            | 193        |
| Back Office Support | 7          |
| CIT Categories      | 5          |
| Connectivity        | 9          |
| Email               | 13         |
| General Information | 8          |
| NIHnet              | 17         |
| Telecommunications  | 11         |
| Training            | 3          |
| Video               | 2          |
| Wireless Services   | 26         |
| <b>COTS</b>         | <b>44</b>  |
| Application Support | 19         |
| Hardware            | 25         |

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| IC Applications              |    | 29  |
|------------------------------|----|-----|
| CC Clinical Applications     | 20 |     |
| CC Clinical Applications-ATV | 1  |     |
| CC Technical Operations      | 5  |     |
| Local LAN                    | 2  |     |
| Web Site Issue (non-CIT)     | 1  |     |
| NIH Enterprise Systems       |    | 103 |
| ADB                          | 24 |     |
| Capital HR Func App Suppt    | 1  |     |
| Capital HR Security          | 1  |     |
| ITAS                         | 5  |     |
| NBS-User Call                | 55 |     |
| NED                          | 12 |     |
| NIH Data Warehouse           | 1  |     |
| NIH Services                 | 4  |     |
| Security                     |    | 4   |
| Security                     | 4  |     |

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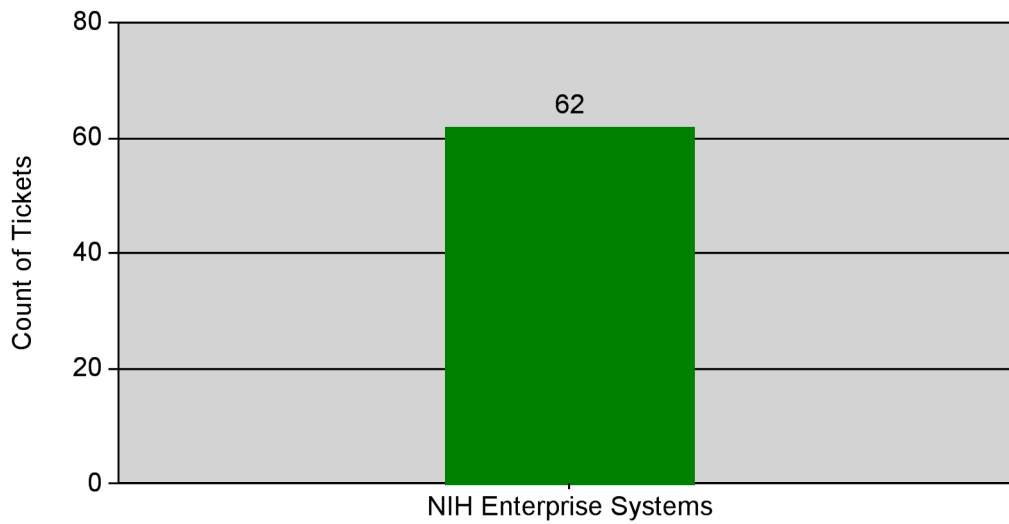


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**Tickets By Category Summary**



|                        |    |
|------------------------|----|
| CDER                   | 62 |
| NIH Enterprise Systems | 62 |
| ITAS                   | 62 |

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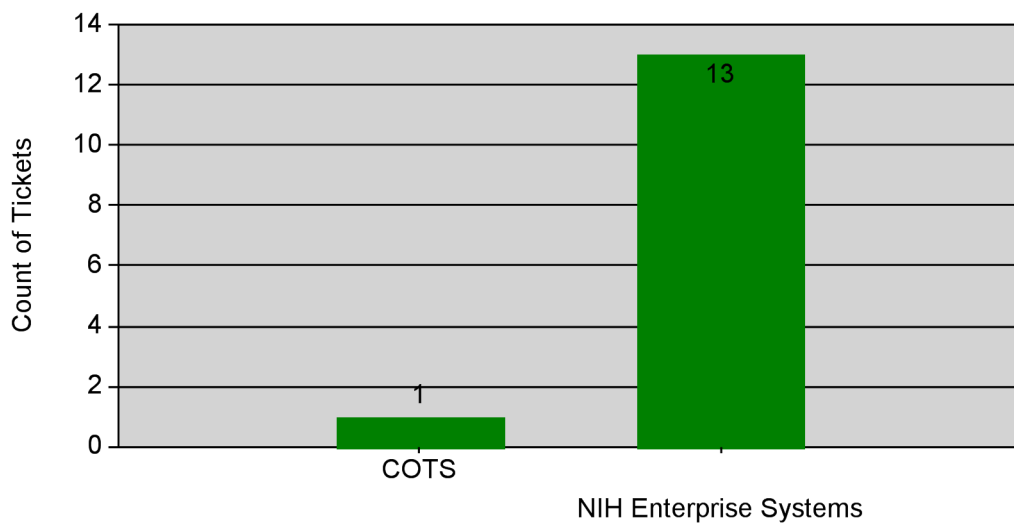


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|                               |           |
|-------------------------------|-----------|
| <b>CDRH</b>                   | <b>14</b> |
| <b>COTS</b>                   | <b>1</b>  |
| Hardware                      | 1         |
| <b>NIH Enterprise Systems</b> | <b>13</b> |
| ITAS                          | 13        |



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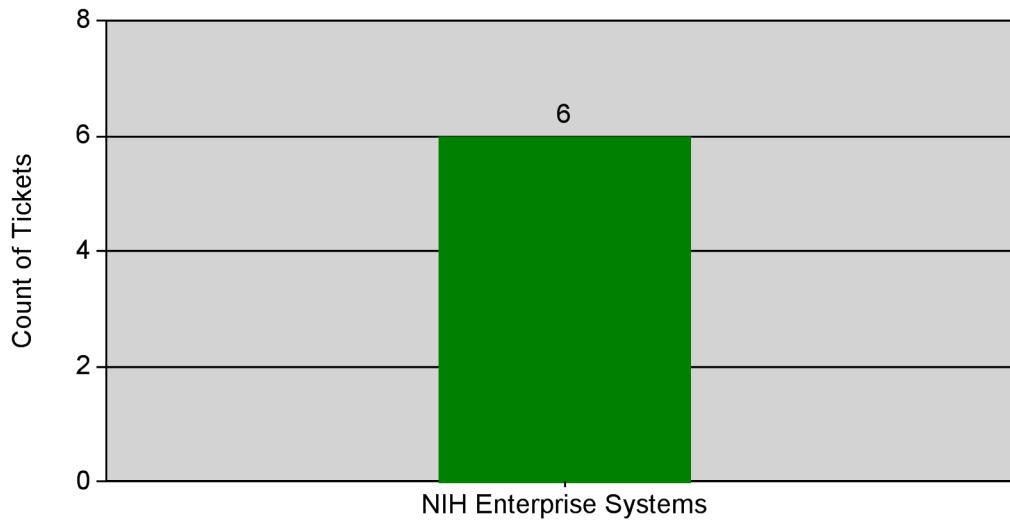


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**Tickets By Category Summary**



|                        |   |
|------------------------|---|
| CFSAN                  | 6 |
| NIH Enterprise Systems | 6 |
| ITAS                   | 6 |

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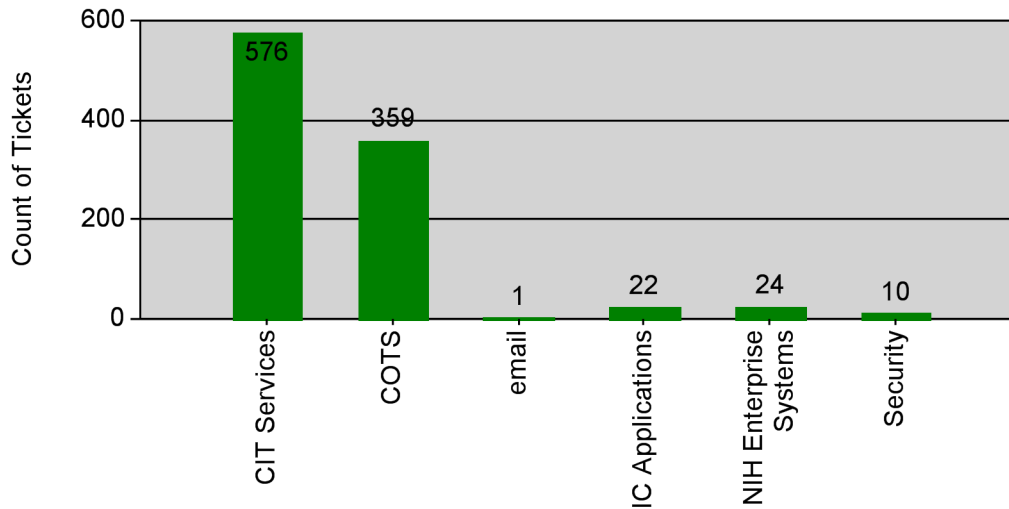


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|   |            |
|---|------------|
| <b>CIT</b>                              | <b>992</b> |
| <b>CIT Services</b>                     | <b>576</b> |
| Accounts                                | 249        |
| ASR                                     | 1          |
| Back Office Support                     | 34         |
| CIT Categories                          | 5          |
| CIT Categories Aspect                   | 7          |
| CIT Categories Remedy                   | 22         |
| Conference Room Support-Equipment Setup | 1          |
| Connectivity                            | 42         |
| Email                                   | 51         |
| General Information                     | 65         |
| Hardware-Phones                         | 1          |
| Helix Support                           | 2          |
| iSDP/Software Distribution              | 1          |
| NIHnet                                  | 37         |

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|                               |     |            |
|-------------------------------|-----|------------|
| Telecommunications            | 15  |            |
| Training                      | 1   |            |
| Video                         | 2   |            |
| Wireless Services             | 40  |            |
| <b>COTS</b>                   |     | <b>359</b> |
| Application Support           | 211 |            |
| Hardware                      | 148 |            |
| <b>email</b>                  |     | <b>1</b>   |
| email                         | 1   |            |
| <b>IC Applications</b>        |     | <b>22</b>  |
| Local LAN                     | 18  |            |
| OIT Categories                | 1   |            |
| Web Site Issue (non-CIT)      | 3   |            |
| <b>NIH Enterprise Systems</b> |     | <b>24</b>  |
| ADB                           | 4   |            |
| Capital HR Func App Suppt     | 1   |            |
| Capital HR Security           | 1   |            |
| ITAS                          | 3   |            |
| NBS-User Call                 | 9   |            |
| NED                           | 2   |            |
| NIH Services                  | 4   |            |
| <b>Security</b>               |     | <b>10</b>  |
| Security                      | 10  |            |

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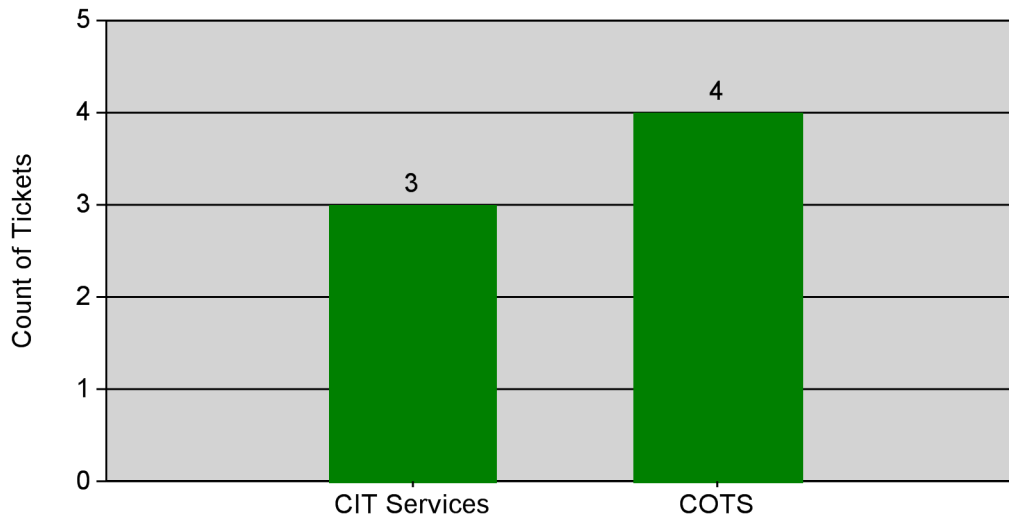


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|                     |   |          |
|---------------------|---|----------|
| <b>CQ</b>           |   | <b>7</b> |
| <b>CIT Services</b> |   | <b>3</b> |
| Email               | 2 |          |
| General Information | 1 |          |
| <b>COTS</b>         |   | <b>4</b> |
| Application Support | 2 |          |
| Hardware            | 2 |          |

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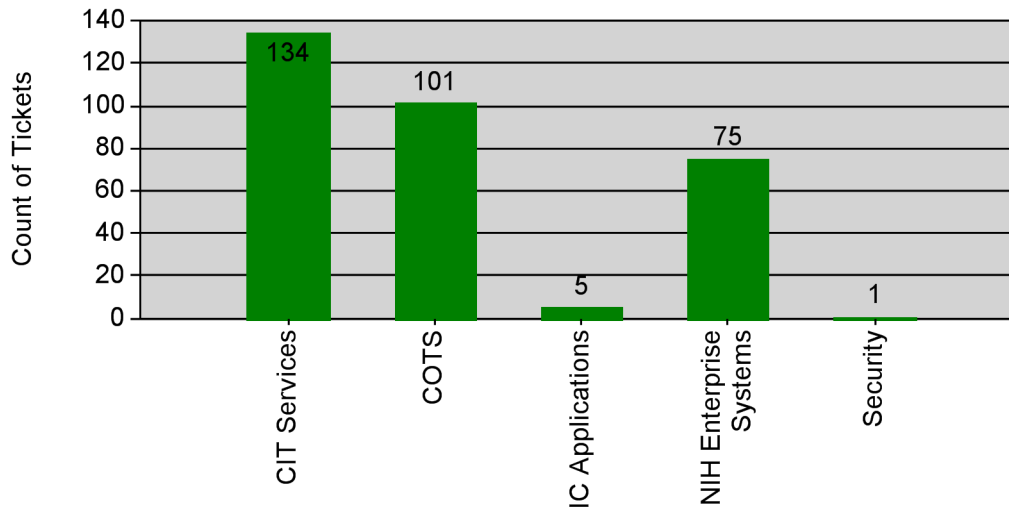


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|   |    |            |
|---|----|------------|
| <b>CSR</b>                              |    | <b>316</b> |
| <b>CIT Services</b>                     |    | <b>134</b> |
| Accounts                                | 46 |            |
| Back Office Support                     | 17 |            |
| CIT Categories Remedy                   | 2  |            |
| Conference Room Support-Equipment Setup | 4  |            |
| Connectivity                            | 9  |            |
| Email                                   | 19 |            |
| General Information                     | 10 |            |
| iSDP/Software Distribution              | 2  |            |
| NIHnet                                  | 4  |            |
| Telecommunications                      | 1  |            |
| Video                                   | 3  |            |
| Wireless Services                       | 17 |            |
| <b>COTS</b>                             |    | <b>101</b> |
| Application Support                     | 34 |            |

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|                               |    |           |
|-------------------------------|----|-----------|
| Hardware                      | 67 |           |
| <b>IC Applications</b>        |    | <b>5</b>  |
| Local LAN                     | 1  |           |
| Web Site Issue (non-CIT)      | 4  |           |
| <b>NIH Enterprise Systems</b> |    | <b>75</b> |
| Capital HR Func App Suppt     | 1  |           |
| eRA-COMMONS                   | 6  |           |
| eRA-DB                        | 1  |           |
| eRA-External                  | 1  |           |
| eRA-IMPAC II                  | 11 |           |
| eRA-Infrastructure            | 3  |           |
| eRA-Referral and Review       | 15 |           |
| eRA-Reporting                 | 2  |           |
| eRA-Software BA               | 1  |           |
| ITAS                          | 3  |           |
| NBS-User Call                 | 24 |           |
| NED                           | 1  |           |
| NIH Data Warehouse            | 1  |           |
| NIH Services                  | 5  |           |
| <b>Security</b>               |    | <b>1</b>  |
| Security                      | 1  |           |

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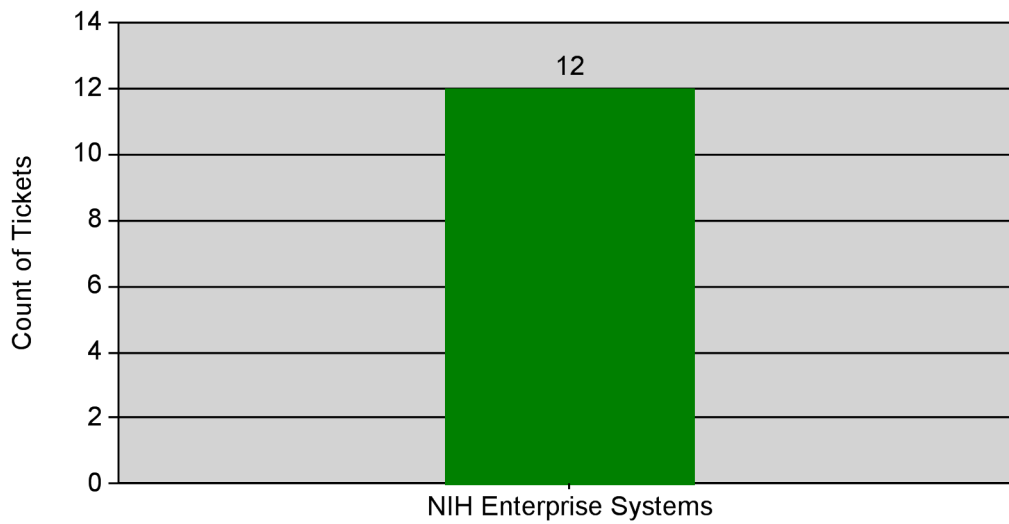


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**Tickets By Category Summary**



|                        |    |
|------------------------|----|
| CVM                    | 12 |
| NIH Enterprise Systems | 12 |
| ITAS                   | 12 |

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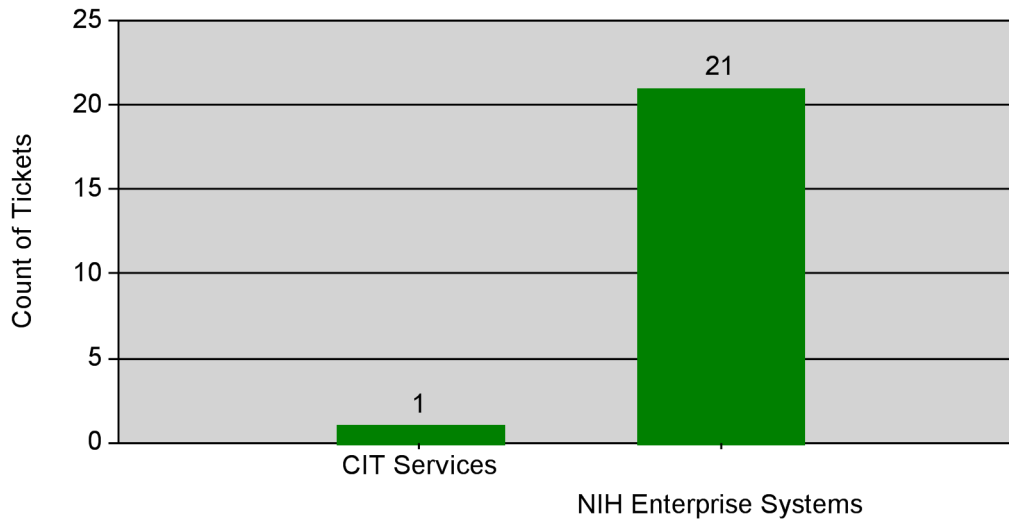


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|                               |           |
|-------------------------------|-----------|
| <b>FDA-OC</b>                 | <b>22</b> |
| <b>CIT Services</b>           | <b>1</b>  |
| Accounts                      | 1         |
| <b>NIH Enterprise Systems</b> | <b>21</b> |
| ITAS                          | 21        |



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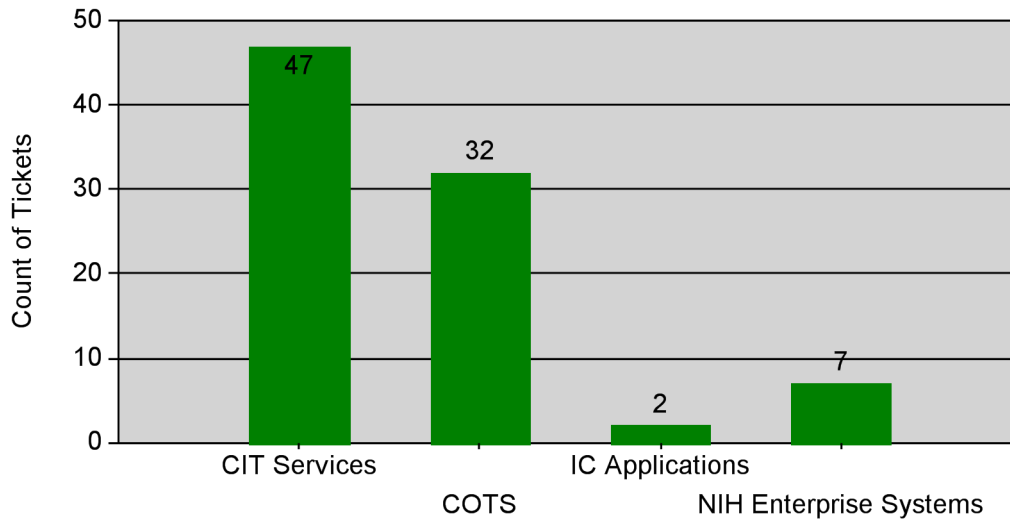


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|   |           |
|---|-----------|
| <b>FIC</b>                              | <b>88</b> |
| <b>CIT Services</b>                     | <b>47</b> |
| Accounts                                | 24        |
| Back Office Support                     | 6         |
| CIT Categories Remedy                   | 1         |
| Conference Room Support-Equipment Setup | 4         |
| Email                                   | 7         |
| General Information                     | 3         |
| Video                                   | 1         |
| Wireless Services                       | 1         |
| <b>COTS</b>                             | <b>32</b> |
| Application Support                     | 21        |
| Hardware                                | 11        |
| <b>IC Applications</b>                  | <b>2</b>  |
| Local LAN                               | 1         |
| Web Site Issue (non-CIT)                | 1         |

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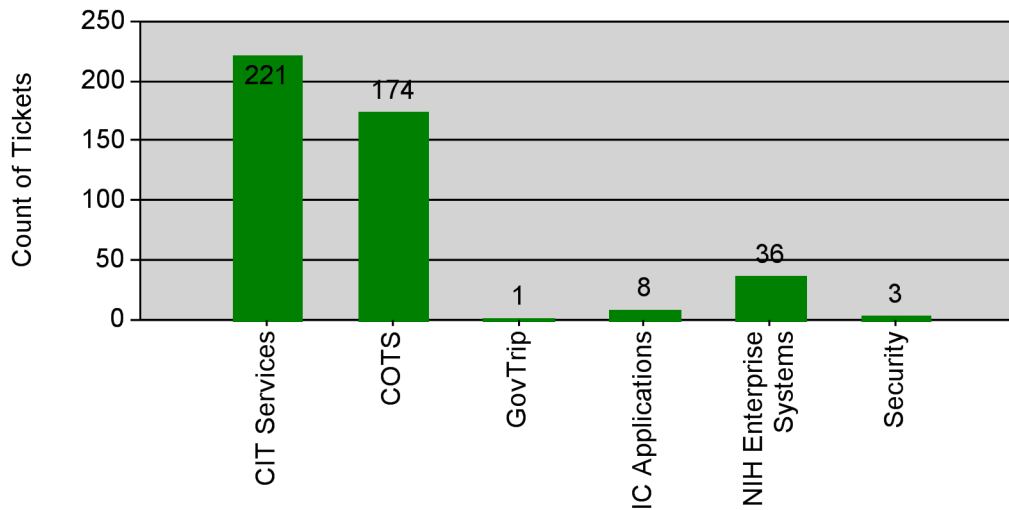
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### NIH Enterprise Systems

7

|                    |   |
|--------------------|---|
| eRA-COMMONS        | 1 |
| eRA-IMPAC II       | 1 |
| eRA-Infrastructure | 1 |
| NBS-User Call      | 2 |
| NED                | 1 |
| NIH Services       | 1 |

### Tickets By Category Summary



### HHS

443

#### CIT Services

221

|                                 |    |
|---------------------------------|----|
| Accounts                        | 87 |
| Back Office Support             | 33 |
| CIT Categories                  | 2  |
| Conference Room Support-Reserve | 1  |
| Connectivity                    | 4  |
| Email                           | 47 |
| General Information             | 13 |

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|                               |     |            |
|-------------------------------|-----|------------|
| NIHnet                        | 2   |            |
| OS/390                        | 2   |            |
| Telecommunications            | 5   |            |
| Video                         | 1   |            |
| Wireless Services             | 24  |            |
| <b>COTS</b>                   |     | <b>174</b> |
| Application Support           | 58  |            |
| Hardware                      | 116 |            |
| <b>GovTrip</b>                |     | <b>1</b>   |
| GovTrip                       | 1   |            |
| <b>IC Applications</b>        |     | <b>8</b>   |
| CC Technical Operations       | 1   |            |
| Local LAN                     | 1   |            |
| Web Site Issue (non-CIT)      | 6   |            |
| <b>NIH Enterprise Systems</b> |     | <b>36</b>  |
| ADB                           | 3   |            |
| eRA-DB                        | 7   |            |
| eRA-External                  | 1   |            |
| eRA-Grants Management         | 2   |            |
| eRA-IMPAC II                  | 12  |            |
| GovTrip User Call             | 1   |            |
| ITAS                          | 2   |            |
| NBS-User Call                 | 5   |            |
| NED                           | 3   |            |
| <b>Security</b>               |     | <b>3</b>   |
| Anti Virus SW                 | 1   |            |
| Security                      | 2   |            |

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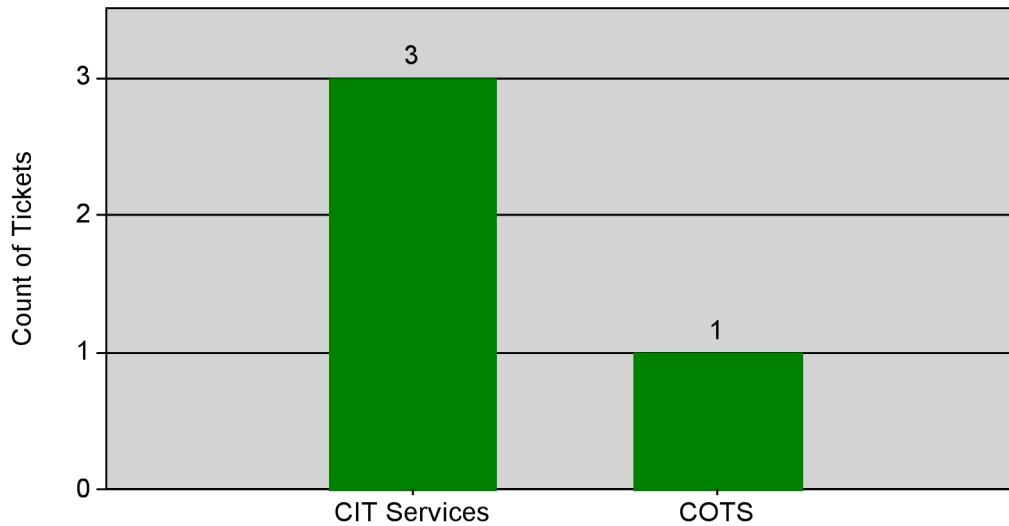


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|---------------------|---|----------|
| <b>HRSA-OC</b>      |   | <b>4</b> |
| <b>CIT Services</b> |   | <b>3</b> |
| Accounts            | 1 |          |
| Back Office Support | 1 |          |
| Wireless Services   | 1 |          |
| <b>COTS</b>         |   | <b>1</b> |
| Hardware            | 1 |          |

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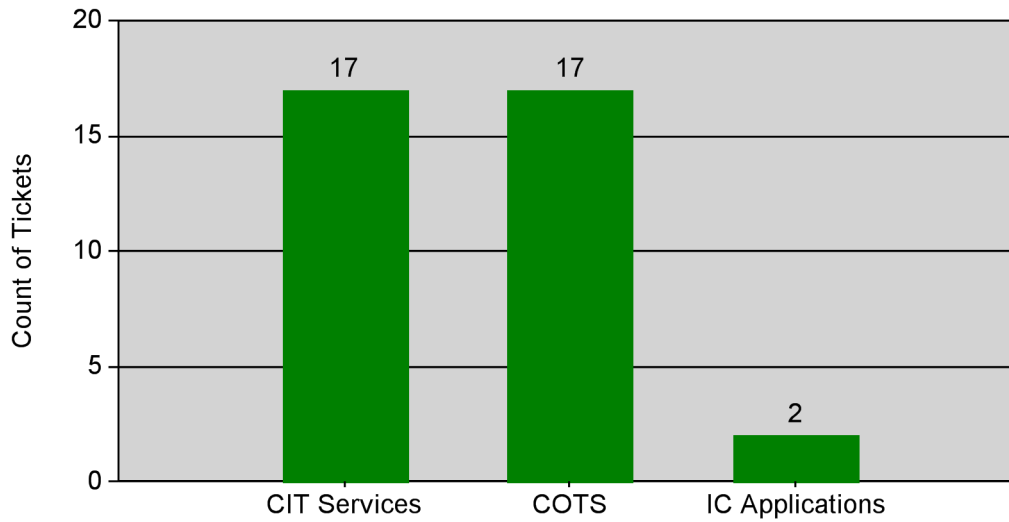


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|                          |           |
|--------------------------|-----------|
| <b>HSB</b>               | <b>36</b> |
| <b>CIT Services</b>      | <b>17</b> |
| Accounts                 | 7         |
| Back Office Support      | 8         |
| Email                    | 1         |
| Video                    | 1         |
| <b>COTS</b>              | <b>17</b> |
| Application Support      | 8         |
| Hardware                 | 9         |
| <b>IC Applications</b>   | <b>2</b>  |
| CC Technical Operations  | 1         |
| Web Site Issue (non-CIT) | 1         |

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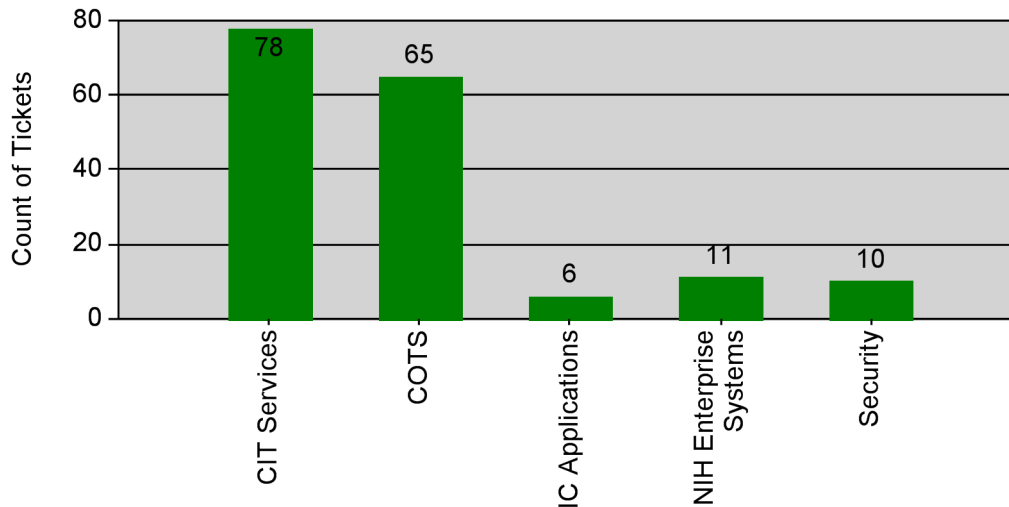


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|   |            |
|---|------------|
| <b>NCCAM</b>                            | <b>170</b> |
| <b>CIT Services</b>                     | <b>78</b>  |
| Accounts                                | 27         |
| Back Office Support                     | 7          |
| Conference Room Support-Equipment Setup | 2          |
| Connectivity                            | 4          |
| Email                                   | 14         |
| General Information                     | 9          |
| Telecommunications                      | 3          |
| Wireless Services                       | 12         |
| <b>COTS</b>                             | <b>65</b>  |
| Application Support                     | 27         |
| Hardware                                | 38         |
| <b>IC Applications</b>                  | <b>6</b>   |
| CC Technical Operations                 | 1          |
| Local LAN                               | 5          |

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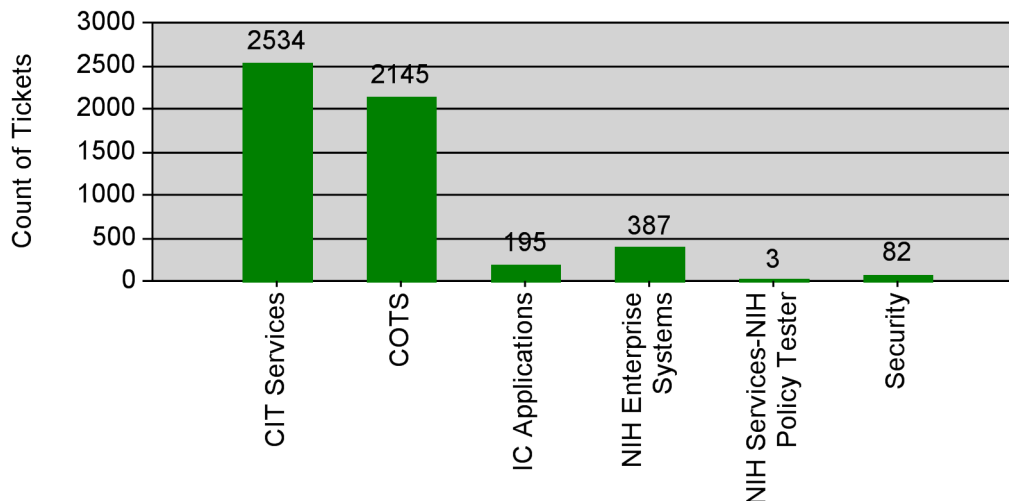
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|                               |           |
|-------------------------------|-----------|
| <b>NIH Enterprise Systems</b> | <b>11</b> |
| ADB                           | 2         |
| Capital HR Security           | 1         |
| eRA-IMPAC II                  | 1         |
| NBS-User Call                 | 3         |
| NED                           | 1         |
| NIH Services                  | 3         |
| <b>Security</b>               | <b>10</b> |
| Security                      | 10        |

**Tickets By Category Summary**



|   |             |
|---|-------------|
| <b>NCI</b>                              | <b>5346</b> |
| <b>CIT Services</b>                     | <b>2534</b> |
| Accounts                                | 1086        |
| Back Office Support                     | 391         |
| CIT Categories                          | 8           |
| CIT Categories Remedy                   | 1           |
| Conference Room Support-Equipment Setup | 94          |

## IC Ticket Report with Category Summary



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

|  |             |
|--|-------------|
| Conference Room Support-Monitor Conference | 3           |
| Conference Room Support-Reserve            | 2           |
| Connectivity                               | 133         |
| Email                                      | 372         |
| General Information                        | 163         |
| Helix Support                              | 4           |
| iSDP/Software Distribution                 | 2           |
| NIHnet                                     | 38          |
| Telecommunications                         | 58          |
| Training                                   | 6           |
| Unix Support                               | 1           |
| Video                                      | 31          |
| Wireless Services                          | 141         |
| <b>COTS</b>                                | <b>2145</b> |
| Application Support                        | 907         |
| Hardware                                   | 1238        |
| <b>IC Applications</b>                     | <b>195</b>  |
| CC Clinical Applications                   | 12          |
| CC Clinical Applications-ATV               | 2           |
| CC Technical Operations                    | 1           |
| E-Grants                                   | 3           |
| Local LAN                                  | 154         |
| Web Site Issue (non-CIT)                   | 23          |
| <b>NIH Enterprise Systems</b>              | <b>387</b>  |
| ADB  | 67          |
| Capital HR Func App Suppt                  | 5           |
| Capital HR Non-App Specific                | 2           |
| Capital HR Security                        | 3           |
| Capital HR Technical                       | 3           |



## IC Ticket Report with Category Summary



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

|                                       |           |
|---------------------------------------|-----------|
| eRA-COMMONS                           | 6         |
| eRA-DB                                | 1         |
| eRA-Grants Management                 | 1         |
| eRA-IMPAC II                          | 1         |
| eRA-Infrastructure                    | 3         |
| eRA-Referral and Review               | 1         |
| eRA-Software BA                       | 1         |
| GovTrip User Call                     | 1         |
| ITAS                                  | 16        |
| NBS-Sandbox                           | 1         |
| NBS-User Call                         | 132       |
| NED                                   | 102       |
| NIH Data Warehouse                    | 8         |
| NIH Services                          | 29        |
| NIH Services-NEES                     | 1         |
| NVision                               | 3         |
| <b>NIH Services-NIH Policy Tester</b> | <b>3</b>  |
| NIH Services-NIH Policy Tester        | 3         |
| <b>Security</b>                       | <b>82</b> |
| Anti Virus SW                         | 5         |
| Security                              | 77        |

## IC Ticket Report with Category Summary

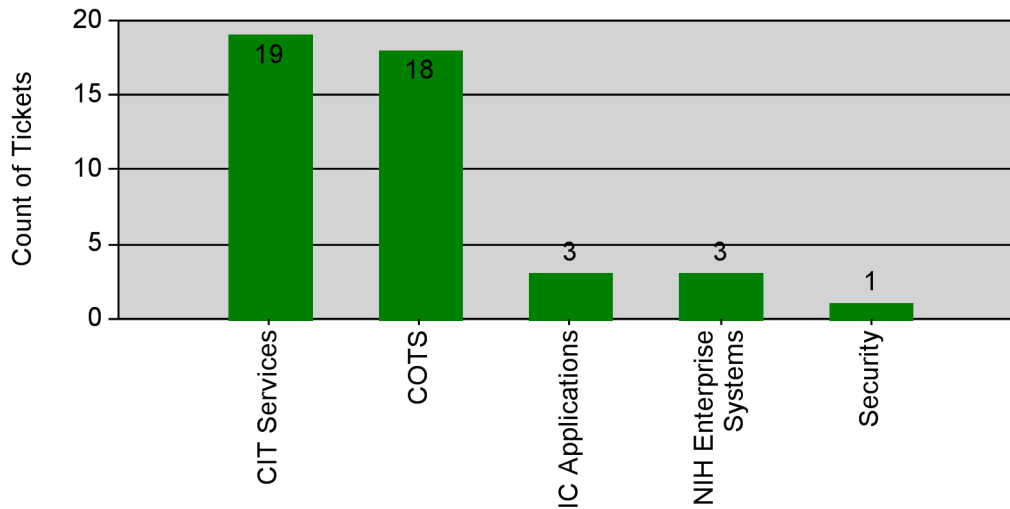


For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

**Tickets By Category Summary**



|                               |    |           |
|-------------------------------|----|-----------|
| <b>NCMHD</b>                  |    | <b>44</b> |
| <b>CIT Services</b>           |    | <b>19</b> |
| Accounts                      | 6  |           |
| Back Office Support           | 8  |           |
| Email                         | 3  |           |
| General Information           | 1  |           |
| Wireless Services             | 1  |           |
| <b>COTS</b>                   |    | <b>18</b> |
| Application Support           | 10 |           |
| Hardware                      | 8  |           |
| <b>IC Applications</b>        |    | <b>3</b>  |
| Local LAN                     | 3  |           |
| <b>NIH Enterprise Systems</b> |    | <b>3</b>  |
| ADB                           | 1  |           |
| eRA-COMMONS                   | 1  |           |
| eRA-Infrastructure            | 1  |           |

## IC Ticket Report with Category Summary



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

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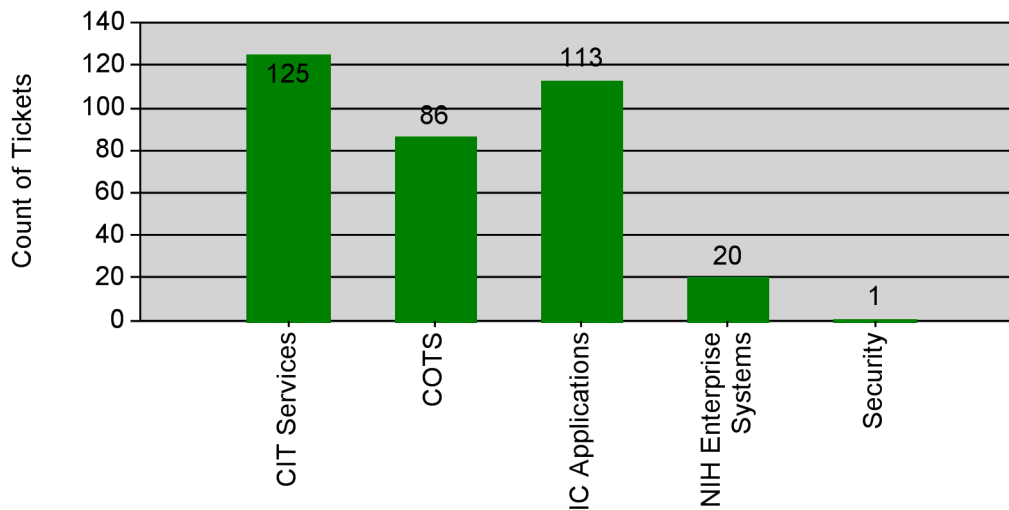
### Security

1

Security

1

Tickets By Category Summary



### NCRR

345

#### CIT Services

125

|   |    |
|---|----|
| Accounts                                | 39 |
| Back Office Support                     | 11 |
| Conference Room Support-Equipment Setup | 3  |
| Connectivity                            | 8  |
| Email                                   | 18 |
| General Information                     | 10 |
| NIHnet                                  | 3  |
| Video                                   | 2  |
| Wireless Services                       | 31 |

#### COTS

86

|                     |    |
|---------------------|----|
| Application Support | 52 |
| Hardware            | 34 |

## IC Ticket Report with Category Summary



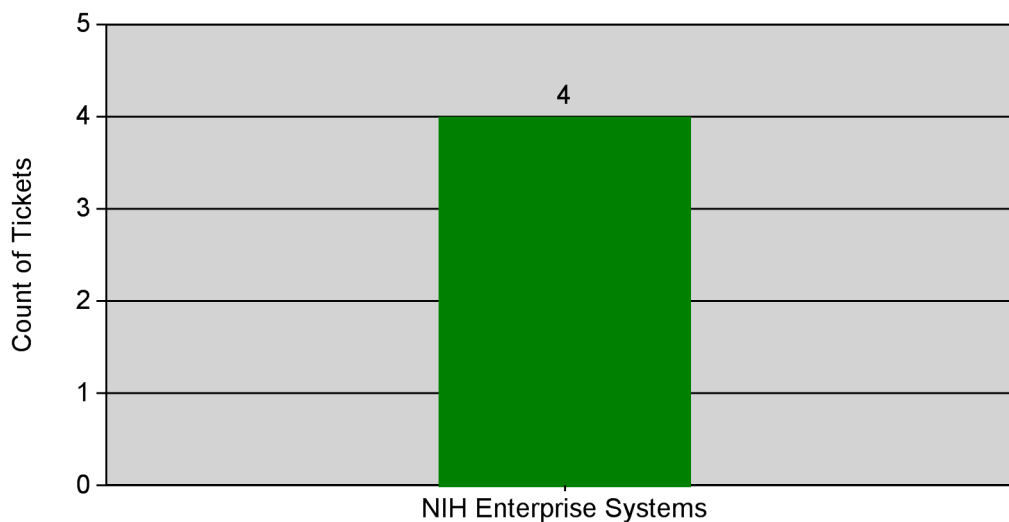
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

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|                               |     |            |
|-------------------------------|-----|------------|
| <b>IC Applications</b>        |     | <b>113</b> |
| Local LAN                     | 4   |            |
| Web Site Issue (non-CIT)      | 109 |            |
| <b>NIH Enterprise Systems</b> |     | <b>20</b>  |
| eRA-Grants Management         | 3   |            |
| eRA-IMPAC II                  | 5   |            |
| eRA-Referral and Review       | 3   |            |
| NBS-User Call                 | 3   |            |
| NED                           | 3   |            |
| NIH Services                  | 2   |            |
| NVision                       | 1   |            |
| <b>Security</b>               |     | <b>1</b>   |
| Security                      | 1   |            |

Tickets By Category Summary



|                               |   |          |
|-------------------------------|---|----------|
| <b>NCTR</b>                   |   | <b>4</b> |
| <b>NIH Enterprise Systems</b> |   | <b>4</b> |
| ITAS                          | 4 |          |

## IC Ticket Report with Category Summary

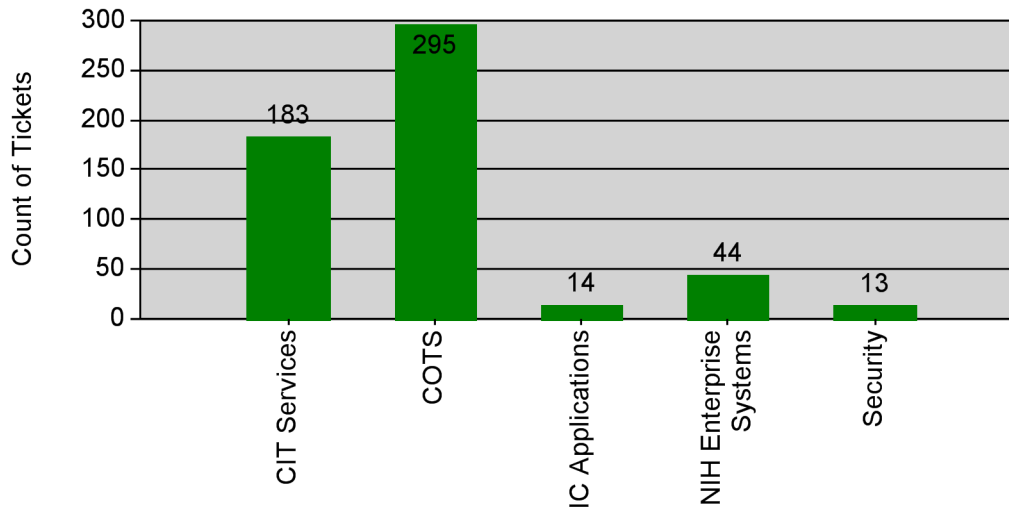


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**Tickets By Category Summary**



|                     |            |
|---------------------|------------|
| <b>NEI</b>          | <b>549</b> |
| <b>CIT Services</b> | <b>183</b> |
| Accounts            | 68         |
| Back Office Support | 24         |
| Connectivity        | 16         |
| Email               | 27         |
| General Information | 9          |
| NIHnet              | 1          |
| OS/390              | 2          |
| Project Work        | 5          |
| Telecommunications  | 5          |
| Training            | 1          |
| Wireless Services   | 25         |
| <b>COTS</b>         | <b>295</b> |
| Application Support | 194        |
| Hardware            | 101        |

## IC Ticket Report with Category Summary



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|                               |    |           |
|-------------------------------|----|-----------|
| <b>IC Applications</b>        |    | <b>14</b> |
| Local LAN                     | 10 |           |
| Web Site Issue (non-CIT)      | 4  |           |
| <b>NIH Enterprise Systems</b> |    | <b>44</b> |
| ADB                           | 7  |           |
| Capital HR Func App Suppt     | 1  |           |
| Capital HR User Error         | 1  |           |
| eRA-COMMONS                   | 1  |           |
| eRA-Grants Management         | 1  |           |
| NBS-User Call                 | 20 |           |
| NED                           | 6  |           |
| NIH Data Warehouse            | 4  |           |
| NIH Services                  | 3  |           |
| <b>Security</b>               |    | <b>13</b> |
| Anti Virus SW                 | 1  |           |
| Security                      | 12 |           |

## IC Ticket Report with Category Summary

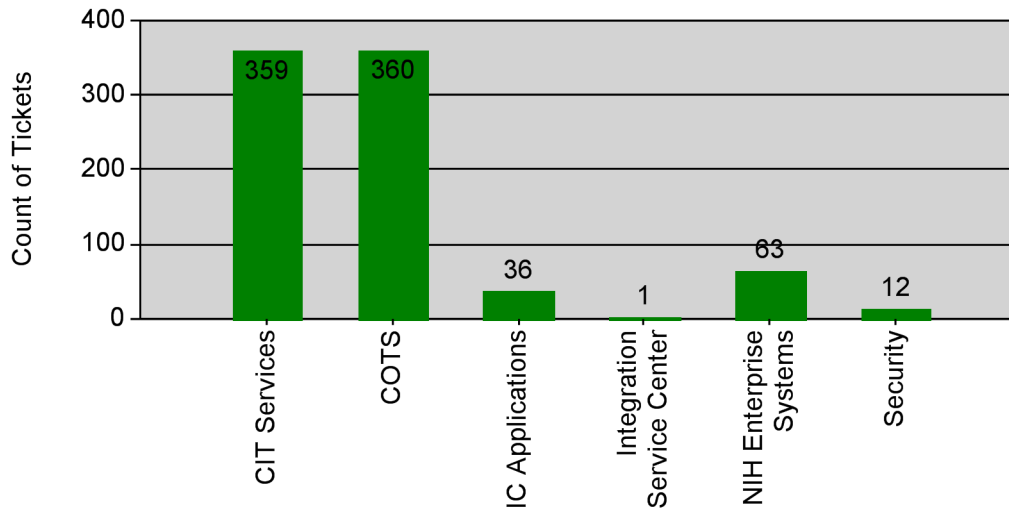


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**Tickets By Category Summary**



|  |            |
|--|------------|
| <b>NHGRI</b>                               | <b>831</b> |
| <b>CIT Services</b>                        | <b>359</b> |
| Accounts                                   | 131        |
| Back Office Support                        | 55         |
| CIT Categories                             | 1          |
| CIT Categories Remedy                      | 1          |
| Conference Room Support-Equipment Setup    | 5          |
| Conference Room Support-Monitor Conference | 1          |
| Connectivity                               | 33         |
| Email                                      | 62         |
| General Information                        | 21         |
| NIHnet                                     | 8          |
| OS/390                                     | 1          |
| Telecommunications                         | 14         |
| Training                                   | 1          |
| Unix Support                               | 6          |

## IC Ticket Report with Category Summary



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|                                   |     |            |
|-----------------------------------|-----|------------|
| Video                             | 1   |            |
| Wireless Services                 | 18  |            |
| <b>COTS</b>                       |     | <b>360</b> |
| Application Support               | 210 |            |
| Hardware                          | 150 |            |
| <b>IC Applications</b>            |     | <b>36</b>  |
| CC Clinical Applications          | 1   |            |
| CC Clinical Applications-ATV      | 1   |            |
| Local LAN                         | 30  |            |
| Web Site Issue (non-CIT)          | 4   |            |
| <b>Integration Service Center</b> |     | <b>1</b>   |
| Integration Service Center        | 1   |            |
| <b>NIH Enterprise Systems</b>     |     | <b>63</b>  |
| ADB                               | 6   |            |
| Capital HR Func App Suppt         | 1   |            |
| Capital HR Security               | 1   |            |
| eRA-COMMONS                       | 3   |            |
| eRA-IMPAC II                      | 1   |            |
| eRA-Infrastructure                | 1   |            |
| ITAS                              | 1   |            |
| NBS-User Call                     | 42  |            |
| NED                               | 4   |            |
| NIH Services                      | 3   |            |
| <b>Security</b>                   |     | <b>12</b>  |
| Anti Virus SW                     | 1   |            |
| Security                          | 11  |            |



## IC Ticket Report with Category Summary

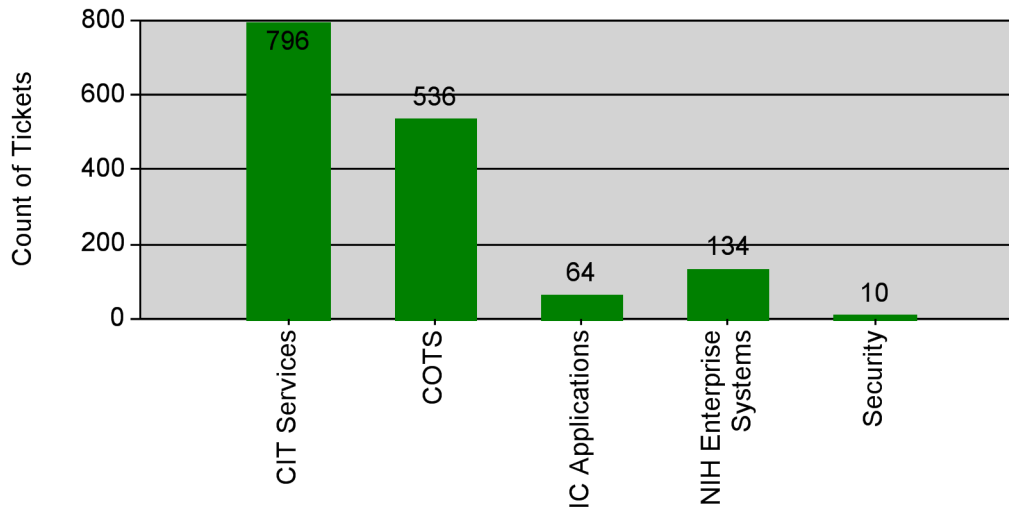


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**Tickets By Category Summary**



|  |             |
|--|-------------|
| <b>NHLBI</b>                               | <b>1540</b> |
| <b>CIT Services</b>                        | <b>796</b>  |
| Accounts                                   | 337         |
| Back Office Support                        | 102         |
| CIT Categories                             | 16          |
| CIT Categories Remedy                      | 7           |
| CIT Categories-General Information         | 1           |
| Conference Room Support-Equipment Setup    | 18          |
| Conference Room Support-Monitor Conference | 1           |
| Conference Room Support-Reserve            | 2           |
| Connectivity                               | 43          |
| Email                                      | 140         |
| General Information                        | 43          |
| Helix Support                              | 1           |
| NIHnet                                     | 6           |
| Telecommunications                         | 5           |

## IC Ticket Report with Category Summary



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|                               |     |            |
|-------------------------------|-----|------------|
| Training                      | 2   |            |
| Video                         | 3   |            |
| Wireless Services             | 69  |            |
| <b>COTS</b>                   |     | <b>536</b> |
| Application Support           | 230 |            |
| Hardware                      | 306 |            |
| <b>IC Applications</b>        |     | <b>64</b>  |
| CC Clinical Applications      | 19  |            |
| CC Clinical Applications-ATV  | 1   |            |
| Local LAN                     | 39  |            |
| Web Site Issue (non-CIT)      | 5   |            |
| <b>NIH Enterprise Systems</b> |     | <b>134</b> |
| ADB                           | 23  |            |
| Capital HR Func App Suppt     | 3   |            |
| Capital HR Interface          | 1   |            |
| eRA-COMMONS                   | 3   |            |
| eRA-Grants Management         | 3   |            |
| eRA-IMPAC II                  | 5   |            |
| eRA-Infrastructure            | 1   |            |
| eRA-Referral and Review       | 2   |            |
| ITAS                          | 7   |            |
| NBS-Sandbox                   | 1   |            |
| NBS-User Call                 | 58  |            |
| NED                           | 12  |            |
| NIH Data Warehouse            | 3   |            |
| NIH Services                  | 10  |            |
| NVision                       | 2   |            |
| <b>Security</b>               |     | <b>10</b>  |
| Security                      | 10  |            |

## IC Ticket Report with Category Summary

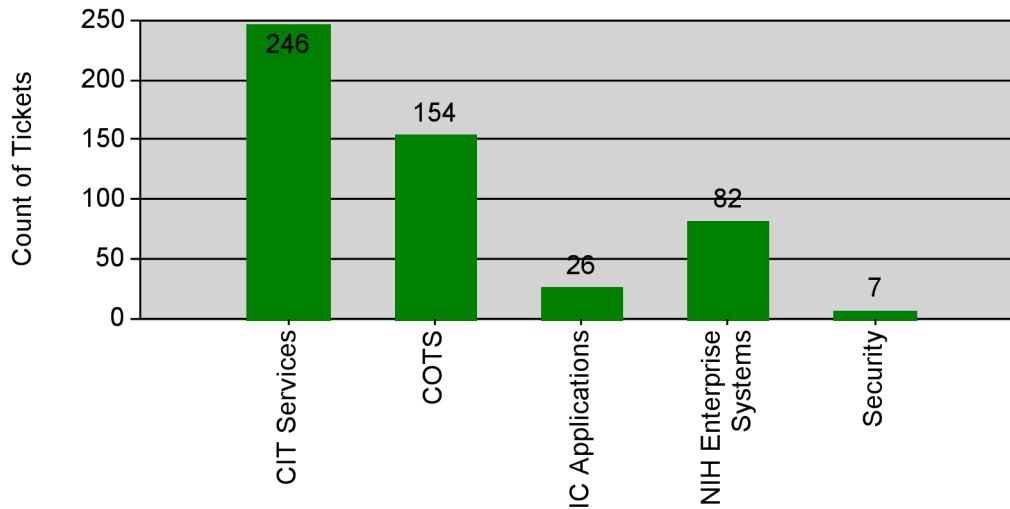


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**Tickets By Category Summary**



|   |            |
|---|------------|
| <b>NIA</b>                              | <b>515</b> |
| <b>CIT Services</b>                     | <b>246</b> |
| Accounts                                | 107        |
| Back Office Support                     | 23         |
| CIT Categories                          | 1          |
| Conference Room Support-Equipment Setup | 4          |
| Conference Room Support-Reserve         | 7          |
| Connectivity                            | 16         |
| Email                                   | 35         |
| General Information                     | 15         |
| NIHnet                                  | 3          |
| Telecommunications                      | 9          |
| Training                                | 2          |
| Video                                   | 5          |
| Wireless Services                       | 19         |
| <b>COTS</b>                             | <b>154</b> |
| Application Support                     | 58         |

## IC Ticket Report with Category Summary



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|                               |    |           |
|-------------------------------|----|-----------|
| Hardware                      | 96 |           |
| <b>IC Applications</b>        |    | <b>26</b> |
| CC Clinical Applications      | 1  |           |
| Local LAN                     | 22 |           |
| Web Site Issue (non-CIT)      | 3  |           |
| <b>NIH Enterprise Systems</b> |    | <b>82</b> |
| ADB                           | 18 |           |
| Capital HR Func App Suppt     | 1  |           |
| Capital HR Technical          | 1  |           |
| eRA-COMMONS                   | 3  |           |
| eRA-Reporting                 | 2  |           |
| ITAS                          | 18 |           |
| NBS-User Call                 | 34 |           |
| NED                           | 3  |           |
| NIH Services                  | 2  |           |
| <b>Security</b>               |    | <b>7</b>  |
| Anti Virus SW                 | 1  |           |
| Security                      | 6  |           |

## IC Ticket Report with Category Summary

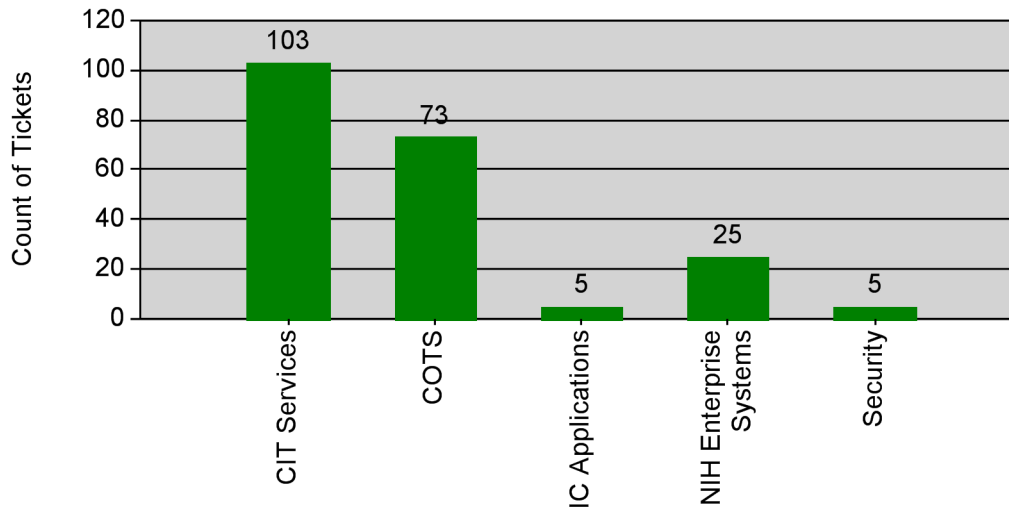


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**Tickets By Category Summary**



|  |            |
|--|------------|
| <b>NIAAA</b>                               | <b>211</b> |
| <b>CIT Services</b>                        | <b>103</b> |
| Accounts                                   | 38         |
| Back Office Support                        | 10         |
| Conference Room Support-Equipment Setup    | 3          |
| Conference Room Support-Monitor Conference | 1          |
| Connectivity                               | 5          |
| Email                                      | 12         |
| General Information                        | 7          |
| NIHnet                                     | 7          |
| OS/390                                     | 1          |
| Telecommunications                         | 2          |
| Training                                   | 1          |
| Video                                      | 1          |
| Wireless Services                          | 15         |
| <b>COTS</b>                                | <b>73</b>  |
| Application Support                        | 36         |

## IC Ticket Report with Category Summary



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|                               |    |           |
|-------------------------------|----|-----------|
| Hardware                      | 37 |           |
| <b>IC Applications</b>        |    | <b>5</b>  |
| Local LAN                     | 3  |           |
| Web Site Issue (non-CIT)      | 2  |           |
| <b>NIH Enterprise Systems</b> |    | <b>25</b> |
| ADB                           | 2  |           |
| Capital HR Interface          | 1  |           |
| eRA-COMMONS                   | 1  |           |
| ITAS                          | 1  |           |
| NBS-User Call                 | 12 |           |
| NED                           | 4  |           |
| NIH Services                  | 3  |           |
| NVision                       | 1  |           |
| <b>Security</b>               |    | <b>5</b>  |
| Security                      | 5  |           |

## IC Ticket Report with Category Summary

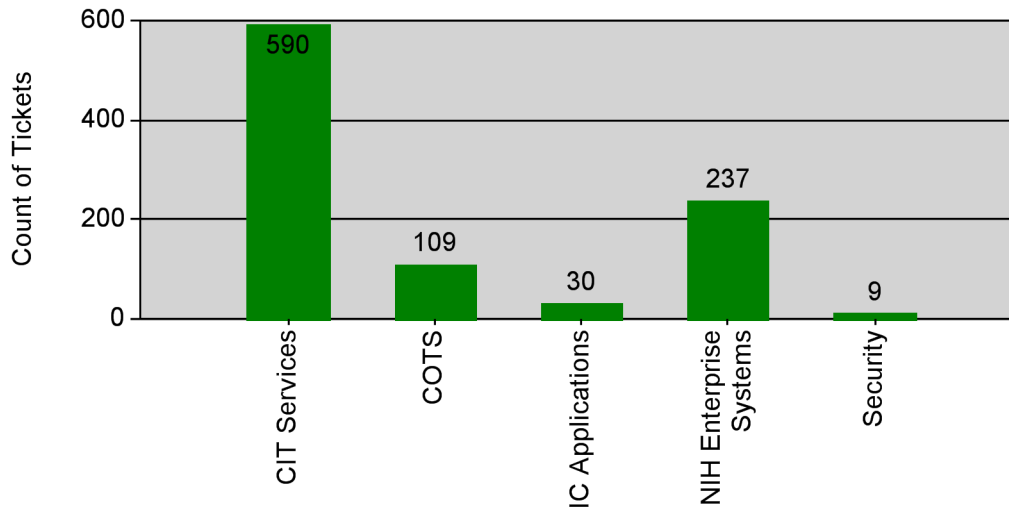


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**Tickets By Category Summary**



|   |            |
|---|------------|
| <b>NIAID</b>                            | <b>975</b> |
| <b>CIT Services</b>                     | <b>590</b> |
| Accounts                                | 344        |
| Back Office Support                     | 26         |
| CIT Categories                          | 3          |
| CIT Categories-General Information      | 1          |
| Conference Room Support-Equipment Setup | 3          |
| Conference Room Support-Reserve         | 1          |
| Connectivity                            | 13         |
| Email                                   | 60         |
| General Information                     | 23         |
| Hardware-Phones                         | 1          |
| iSDP/Software Distribution              | 1          |
| NIHnet                                  | 5          |
| OS/390                                  | 2          |
| Telecommunications                      | 14         |

## IC Ticket Report with Category Summary



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|                               |     |            |
|-------------------------------|-----|------------|
| Training                      | 2   |            |
| Video                         | 5   |            |
| Wireless Services             | 86  |            |
| <b>COTS</b>                   |     | <b>109</b> |
| Application Support           | 61  |            |
| Hardware                      | 48  |            |
| <b>IC Applications</b>        |     | <b>30</b>  |
| CC Clinical Applications      | 1   |            |
| CC Technical Operations       | 2   |            |
| Local LAN                     | 14  |            |
| Web Site Issue (non-CIT)      | 13  |            |
| <b>NIH Enterprise Systems</b> |     | <b>237</b> |
| ADB                           | 37  |            |
| Capital HR Change Management  | 1   |            |
| Capital HR Func App Suppt     | 1   |            |
| Capital HR Security           | 1   |            |
| Capital HR Technical          | 1   |            |
| eRA-COMMONS                   | 4   |            |
| eRA-Grants Management         | 2   |            |
| eRA-IMPAC II                  | 8   |            |
| eRA-Referral and Review       | 2   |            |
| eRA-Reporting                 | 2   |            |
| ITAS                          | 13  |            |
| NBS-User Call                 | 101 |            |
| NED                           | 38  |            |
| NIH Data Warehouse            | 4   |            |
| NIH Services                  | 13  |            |
| NVision                       | 9   |            |
| <b>Security</b>               |     | <b>9</b>   |
| Anti Virus SW                 | 1   |            |



## IC Ticket Report with Category Summary



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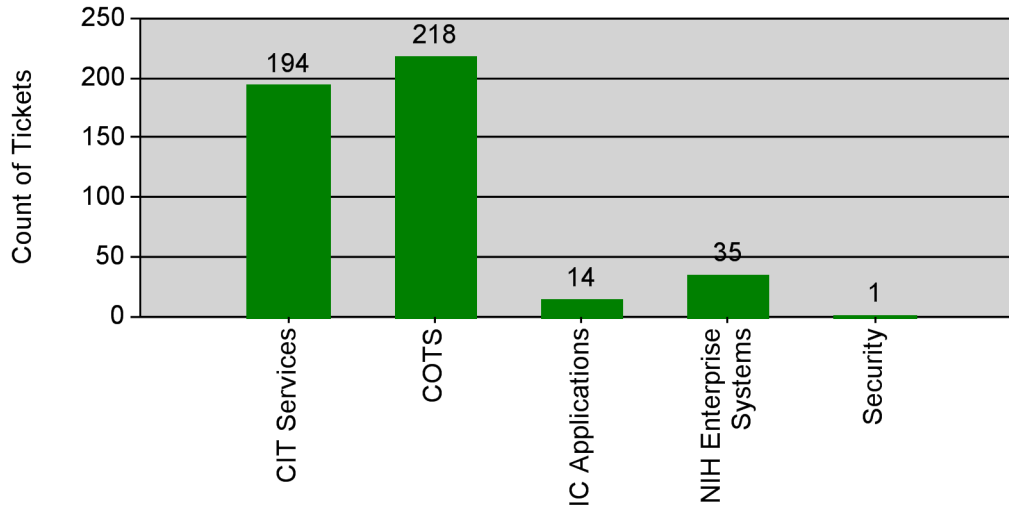
Snapshot Date: 4/1/2009 6:48:04 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Security

8

**Tickets By Category Summary**



|                     |            |
|---------------------|------------|
| <b>NIAMS</b>        | <b>462</b> |
| <b>CIT Services</b> | <b>194</b> |

|   |    |
|---|----|
| Accounts                                | 90 |
| Back Office Support                     | 16 |
| CIT Categories Remedy                   | 3  |
| Conference Room Support-Equipment Setup | 11 |
| Conference Room Support-Reserve         | 2  |
| Connectivity                            | 9  |
| Email                                   | 25 |
| General Information                     | 12 |
| NIHnet                                  | 8  |
| Telecommunications                      | 2  |
| Unix Support                            | 1  |
| Video                                   | 2  |
| Wireless Services                       | 13 |

## IC Ticket Report with Category Summary



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|                               |            |
|-------------------------------|------------|
| <b>COTS</b>                   | <b>218</b> |
| Application Support           | 100        |
| Hardware                      | 118        |
| <b>IC Applications</b>        | <b>14</b>  |
| CC Clinical Applications      | 8          |
| CC Clinical Applications-ATV  | 1          |
| CC Technical Operations       | 1          |
| Local LAN                     | 3          |
| Web Site Issue (non-CIT)      | 1          |
| <b>NIH Enterprise Systems</b> | <b>35</b>  |
| ADB                           | 4          |
| Capital HR Security           | 1          |
| eRA-COMMONS                   | 2          |
| eRA-External                  | 1          |
| eRA-Infrastructure            | 1          |
| NBS-User Call                 | 8          |
| NED                           | 11         |
| NIH Services                  | 3          |
| NVision                       | 4          |
| <b>Security</b>               | <b>1</b>   |
| Security                      | 1          |

## IC Ticket Report with Category Summary

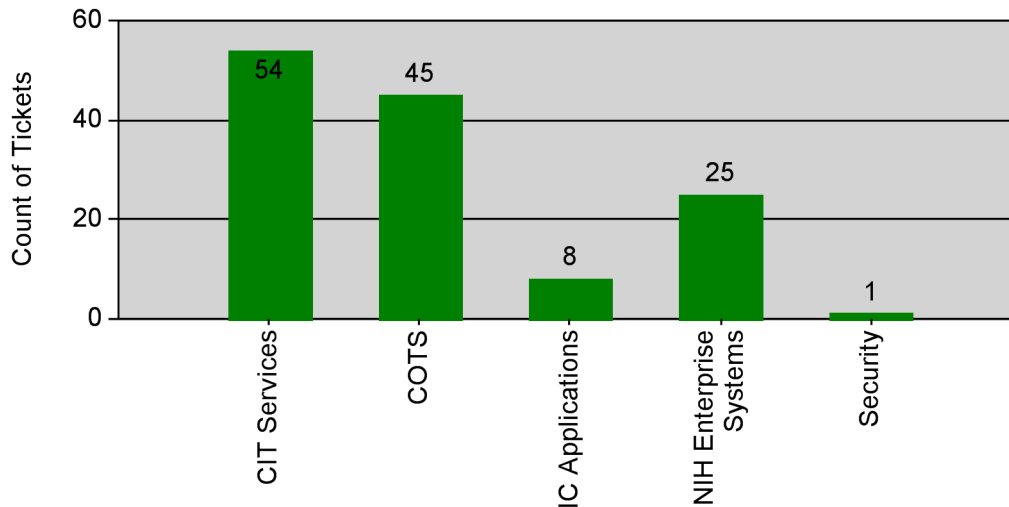


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**Tickets By Category Summary**



|   |            |
|---|------------|
| <b>NIBIB</b>                            | <b>133</b> |
| <b>CIT Services</b>                     | <b>54</b>  |
| Accounts                                | 19         |
| Back Office Support                     | 3          |
| CIT Categories-General Information      | 1          |
| Conference Room Support-Equipment Setup | 1          |
| Connectivity                            | 4          |
| Email                                   | 13         |
| General Information                     | 2          |
| NIHnet                                  | 1          |
| Telecommunications                      | 2          |
| Video                                   | 2          |
| Wireless Services                       | 6          |
| <b>COTS</b>                             | <b>45</b>  |
| Application Support                     | 18         |
| Hardware                                | 27         |

## IC Ticket Report with Category Summary



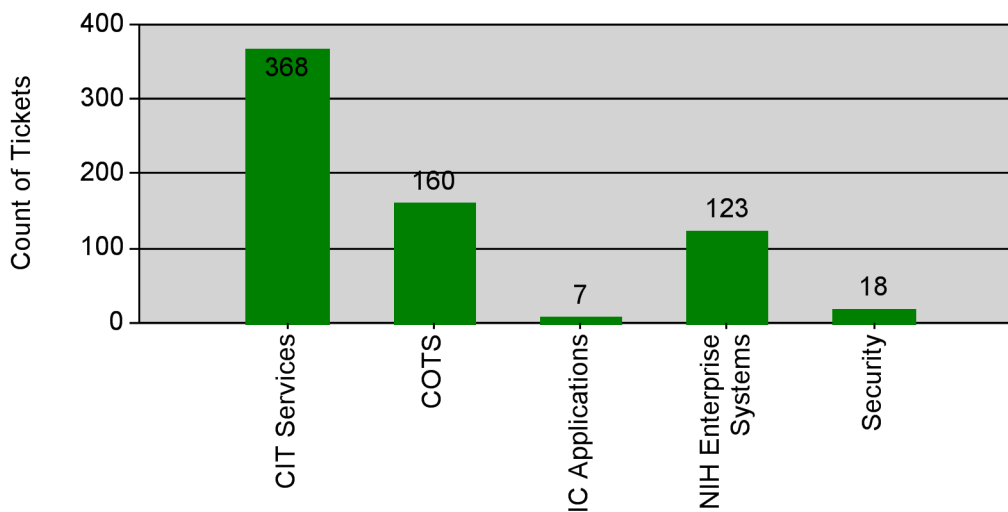
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

|                               |           |
|-------------------------------|-----------|
| <b>IC Applications</b>        | <b>8</b>  |
| Local LAN                     | 6         |
| Web Site Issue (non-CIT)      | 2         |
| <b>NIH Enterprise Systems</b> | <b>25</b> |
| ADB                           | 4         |
| eRA-Grants Management         | 1         |
| ITAS                          | 1         |
| NBS-User Call                 | 16        |
| NED                           | 1         |
| NIH Data Warehouse            | 1         |
| NVision                       | 1         |
| <b>Security</b>               | <b>1</b>  |
| Security                      | 1         |

**Tickets By Category Summary**



|                     |            |
|---------------------|------------|
| <b>NICHD</b>        | <b>676</b> |
| <b>CIT Services</b> | <b>368</b> |
| Accounts            | 198        |

## IC Ticket Report with Category Summary



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|   |    |            |
|---|----|------------|
| Back Office Support                     | 14 |            |
| CIT Categories                          | 5  |            |
| Conference Room Support-Equipment Setup | 11 |            |
| Conference Room Support-Reserve         | 1  |            |
| Connectivity                            | 23 |            |
| Email                                   | 49 |            |
| General Information                     | 17 |            |
| Helix Support                           | 1  |            |
| NIHnet                                  | 9  |            |
| Telecommunications                      | 11 |            |
| Training                                | 2  |            |
| Video                                   | 6  |            |
| Wireless Services                       | 21 |            |
| <b>COTS</b>                             |    | <b>160</b> |
| Application Support                     | 66 |            |
| Hardware                                | 94 |            |
| <b>IC Applications</b>                  |    | <b>7</b>   |
| Local LAN                               | 4  |            |
| Web Site Issue (non-CIT)                | 3  |            |
| <b>NIH Enterprise Systems</b>           |    | <b>123</b> |
| ADB                                     | 13 |            |
| Capital HR Security                     | 1  |            |
| eRA-COMMONS                             | 2  |            |
| eRA-DB                                  | 1  |            |
| eRA-Grants Management                   | 4  |            |
| eRA-IMPAC II                            | 2  |            |
| eRA-Infrastructure                      | 2  |            |
| eRA-Referral and Review                 | 1  |            |
| ITAS                                    | 3  |            |

## IC Ticket Report with Category Summary



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

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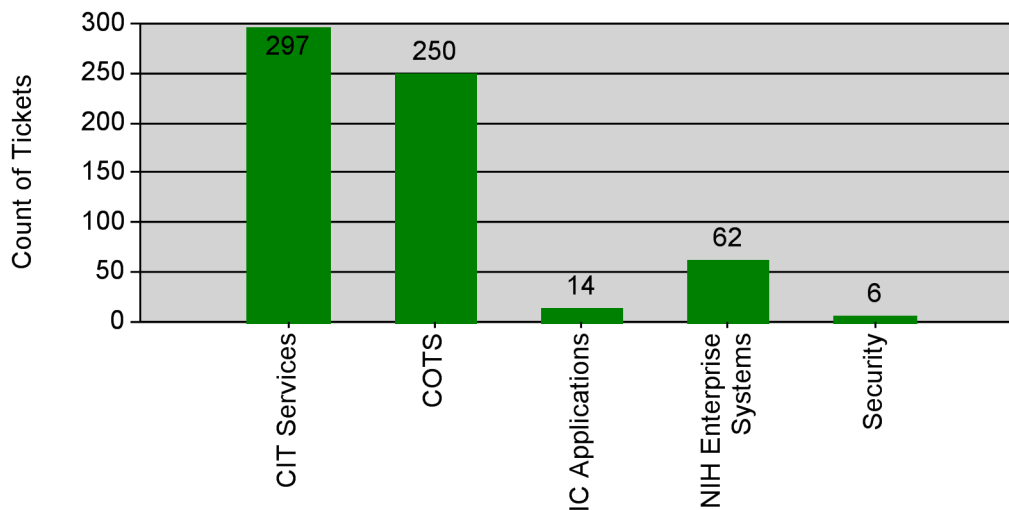
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

|                    |    |
|--------------------|----|
| NBS-User Call      | 64 |
| NED                | 20 |
| NIH Data Warehouse | 4  |
| NIH Services       | 4  |
| NVision            | 2  |

### Security 18

|               |    |
|---------------|----|
| Anti Virus SW | 3  |
| Security      | 15 |

Tickets By Category Summary



### NIDA 629

#### CIT Services 297

|  |     |
|--|-----|
| Accounts                                   | 138 |
| Back Office Support                        | 39  |
| CIT Categories                             | 1   |
| Conference Room Support-Equipment Setup    | 4   |
| Conference Room Support-Monitor Conference | 1   |
| Connectivity                               | 19  |

## IC Ticket Report with Category Summary



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

|                               |     |            |
|-------------------------------|-----|------------|
| Email                         | 31  |            |
| General Information           | 17  |            |
| NIHnet                        | 3   |            |
| Telecommunications            | 7   |            |
| Video                         | 8   |            |
| Wireless Services             | 29  |            |
| <b>COTS</b>                   |     | <b>250</b> |
| Application Support           | 114 |            |
| Hardware                      | 136 |            |
| <b>IC Applications</b>        |     | <b>14</b>  |
| CC Technical Operations       | 1   |            |
| Local LAN                     | 10  |            |
| Web Site Issue (non-CIT)      | 3   |            |
| <b>NIH Enterprise Systems</b> |     | <b>62</b>  |
| ADB                           | 8   |            |
| eRA-External                  | 3   |            |
| eRA-Grants Management         | 5   |            |
| eRA-IMPAC II                  | 5   |            |
| eRA-Infrastructure            | 1   |            |
| eRA-Referral and Review       | 2   |            |
| eRA-Reporting                 | 1   |            |
| eRA-Software BA               | 2   |            |
| ITAS                          | 1   |            |
| NBS-Sandbox                   | 1   |            |
| NBS-User Call                 | 19  |            |
| NED                           | 4   |            |
| NIH Data Warehouse            | 2   |            |
| NIH Services                  | 7   |            |
| NVision                       | 1   |            |

## IC Ticket Report with Category Summary



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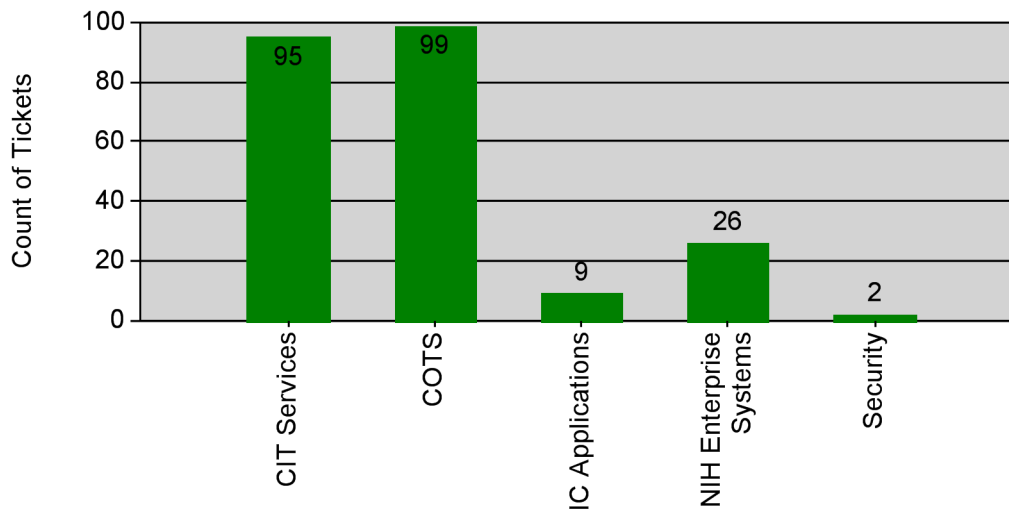
### Security

6

Security

6

Tickets By Category Summary



### NIDCD

231

#### CIT Services

95

|                     |    |
|---------------------|----|
| Accounts            | 48 |
| Back Office Support | 3  |
| CIT Categories      | 1  |
| Connectivity        | 10 |
| Email               | 17 |
| General Information | 3  |
| Helix Support       | 1  |
| NIHnet              | 1  |
| Telecommunications  | 1  |
| Video               | 2  |
| Wireless Services   | 8  |

#### COTS

99

|                     |    |
|---------------------|----|
| Application Support | 55 |
|---------------------|----|



## IC Ticket Report with Category Summary



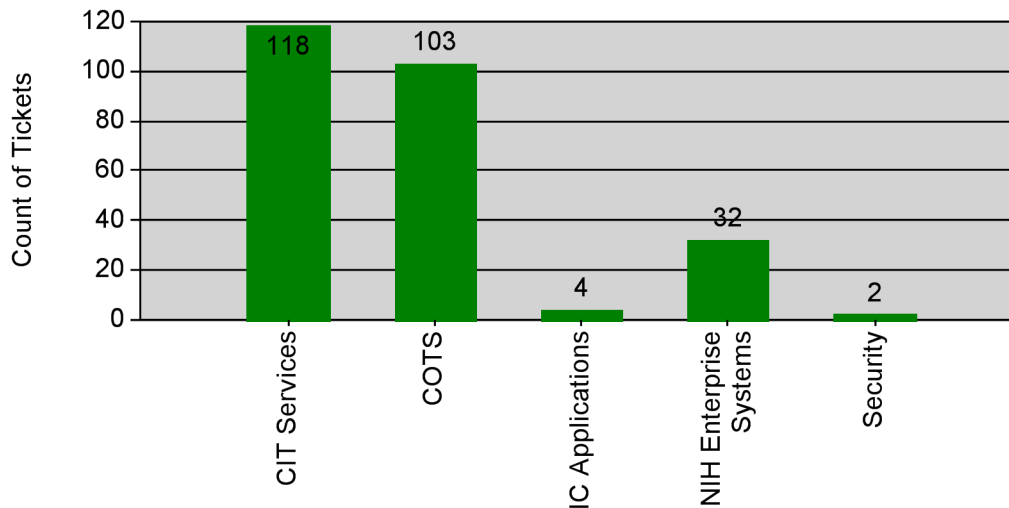
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|                               |           |
|-------------------------------|-----------|
| Hardware                      | 44        |
| <b>IC Applications</b>        | <b>9</b>  |
| CC Clinical Applications      | 4         |
| Local LAN                     | 5         |
| <b>NIH Enterprise Systems</b> | <b>26</b> |
| ADB                           | 7         |
| eRA-COMMONS                   | 2         |
| eRA-External                  | 1         |
| eRA-Referral and Review       | 1         |
| NBS-User Call                 | 10        |
| NED                           | 4         |
| NIH Services                  | 1         |
| <b>Security</b>               | <b>2</b>  |
| Security                      | 2         |

Tickets By Category Summary



|                     |            |
|---------------------|------------|
| <b>NIDCR</b>        | <b>259</b> |
| <b>CIT Services</b> | <b>118</b> |
| Accounts            | 64         |

## IC Ticket Report with Category Summary



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|                               |    |            |
|-------------------------------|----|------------|
| Back Office Support           | 5  |            |
| CIT Categories                | 1  |            |
| Connectivity                  | 4  |            |
| Email                         | 19 |            |
| General Information           | 5  |            |
| iSDP/Software Distribution    | 1  |            |
| NIHnet                        | 4  |            |
| Telecommunications            | 4  |            |
| Video                         | 2  |            |
| Wireless Services             | 9  |            |
| <b>COTS</b>                   |    | <b>103</b> |
| Application Support           | 67 |            |
| Hardware                      | 36 |            |
| <b>IC Applications</b>        |    | <b>4</b>   |
| Local LAN                     | 3  |            |
| Web Site Issue (non-CIT)      | 1  |            |
| <b>NIH Enterprise Systems</b> |    | <b>32</b>  |
| ADB                           | 4  |            |
| eRA-Grants Management         | 3  |            |
| eRA-IMPAC II                  | 2  |            |
| eRA-Infrastructure            | 1  |            |
| eRA-Software BA               | 1  |            |
| ITAS                          | 3  |            |
| NBS-User Call                 | 13 |            |
| NED                           | 1  |            |
| NIH Services                  | 3  |            |
| NVision                       | 1  |            |
| <b>Security</b>               |    | <b>2</b>   |
| Security                      | 2  |            |

## IC Ticket Report with Category Summary

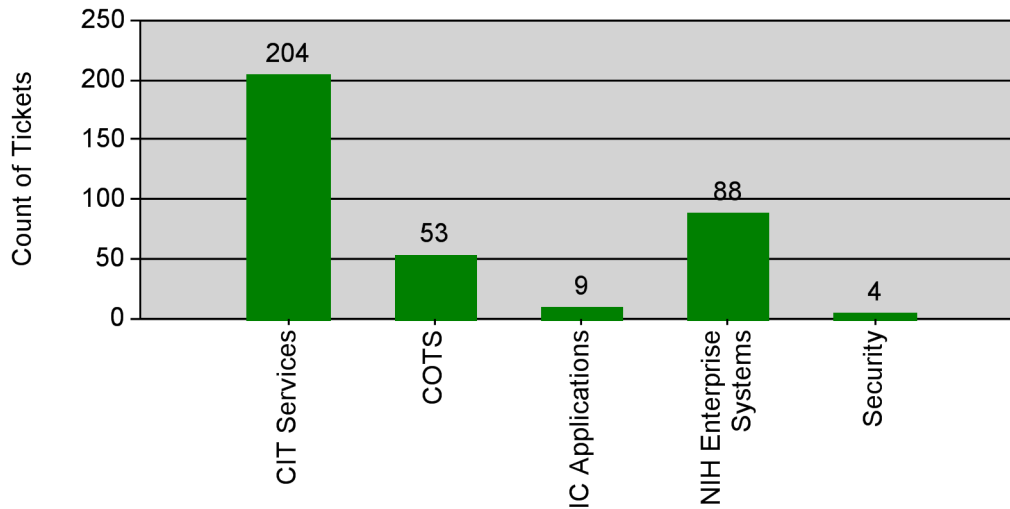


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**Tickets By Category Summary**



|                          |            |
|--------------------------|------------|
| <b>NIDDK</b>             | <b>358</b> |
| <b>CIT Services</b>      | <b>204</b> |
| Accounts                 | 137        |
| Back Office Support      | 14         |
| CIT Categories           | 3          |
| Connectivity             | 10         |
| Email                    | 17         |
| General Information      | 4          |
| Helix Support            | 1          |
| NIHnet                   | 1          |
| Telecommunications       | 6          |
| Wireless Services        | 11         |
| <b>COTS</b>              | <b>53</b>  |
| Application Support      | 31         |
| Hardware                 | 22         |
| <b>IC Applications</b>   | <b>9</b>   |
| CC Clinical Applications | 2          |

## IC Ticket Report with Category Summary



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|                               |    |           |
|-------------------------------|----|-----------|
| Local LAN                     | 4  |           |
| Web Site Issue (non-CIT)      | 3  |           |
| <b>NIH Enterprise Systems</b> |    | <b>88</b> |
| ADB                           | 11 |           |
| Capital HR Security           | 1  |           |
| Capital HR Technical          | 1  |           |
| eRA-COMMONS                   | 1  |           |
| eRA-External                  | 2  |           |
| eRA-Grants Management         | 1  |           |
| eRA-IMPAC II                  | 1  |           |
| eRA-Infrastructure            | 1  |           |
| eRA-Referral and Review       | 1  |           |
| ITAS                          | 3  |           |
| NBS-User Call                 | 51 |           |
| NED                           | 8  |           |
| NIH Data Warehouse            | 1  |           |
| NIH Services                  | 2  |           |
| NVision                       | 3  |           |
| <b>Security</b>               |    | <b>4</b>  |
| Security                      | 4  |           |

## IC Ticket Report with Category Summary

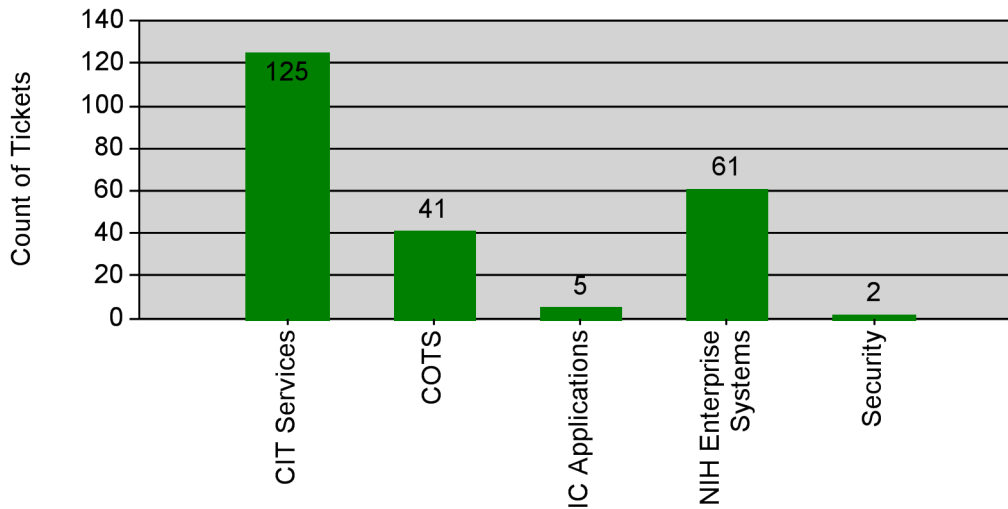


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**Tickets By Category Summary**



|                            |            |
|----------------------------|------------|
| <b>NIEHS</b>               | <b>234</b> |
| <b>CIT Services</b>        | <b>125</b> |
| Accounts                   | 72         |
| Back Office Support        | 9          |
| CIT Categories             | 2          |
| Connectivity               | 1          |
| Email                      | 11         |
| General Information        | 5          |
| iSDP/Software Distribution | 1          |
| NIHnet                     | 2          |
| Telecommunications         | 1          |
| Training                   | 1          |
| Video                      | 1          |
| Wireless Services          | 19         |
| <b>COTS</b>                | <b>41</b>  |
| Application Support        | 19         |

## IC Ticket Report with Category Summary



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|                               |    |           |
|-------------------------------|----|-----------|
| Hardware                      | 22 |           |
| <b>IC Applications</b>        |    | <b>5</b>  |
| Local LAN                     | 4  |           |
| Web Site Issue (non-CIT)      | 1  |           |
| <b>NIH Enterprise Systems</b> |    | <b>61</b> |
| Capital HR Change Management  | 1  |           |
| Capital HR Security           | 1  |           |
| eRA-IMPAC II                  | 1  |           |
| eRA-Infrastructure            | 3  |           |
| eRA-Partnership Issues        | 1  |           |
| ITAS                          | 5  |           |
| NBS-User Call                 | 36 |           |
| NED                           | 10 |           |
| NIH Data Warehouse            | 1  |           |
| NIH Services                  | 1  |           |
| NVision                       | 1  |           |
| <b>Security</b>               |    | <b>2</b>  |
| Security                      | 2  |           |

## IC Ticket Report with Category Summary

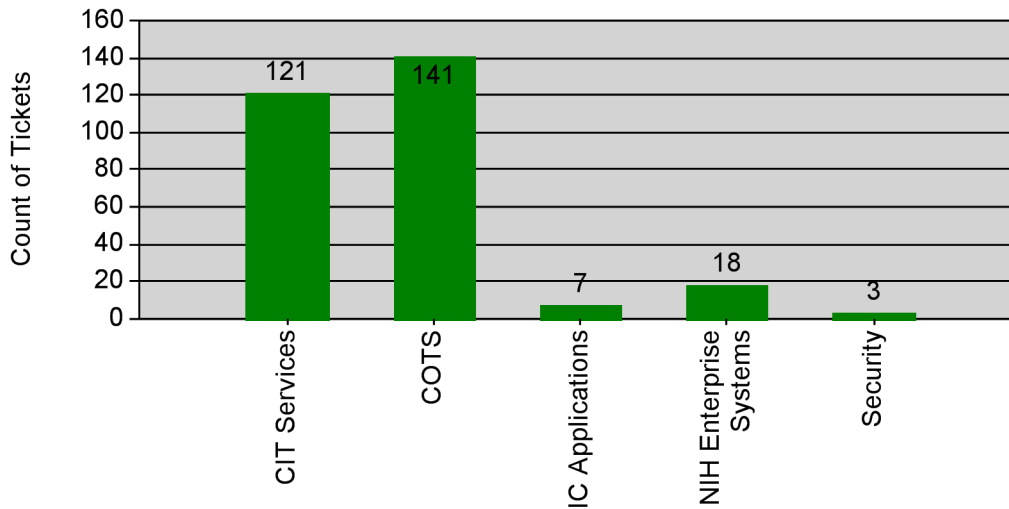


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**Tickets By Category Summary**



|   |    |            |
|---|----|------------|
| <b>NIGMS</b>                            |    | <b>290</b> |
| <b>CIT Services</b>                     |    | <b>121</b> |
| Accounts                                | 53 |            |
| Back Office Support                     | 5  |            |
| CIT Categories Remedy                   | 1  |            |
| Conference Room Support-Equipment Setup | 5  |            |
| Connectivity                            | 3  |            |
| Email                                   | 18 |            |
| General Information                     | 15 |            |
| NIHnet                                  | 6  |            |
| OS/390                                  | 1  |            |
| Telecommunications                      | 5  |            |
| Video                                   | 3  |            |
| Wireless Services                       | 6  |            |
| <b>COTS</b>                             |    | <b>141</b> |
| Application Support                     | 50 |            |

## IC Ticket Report with Category Summary



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|                               |    |           |
|-------------------------------|----|-----------|
| Hardware                      | 91 |           |
| <b>IC Applications</b>        |    | <b>7</b>  |
| Local LAN                     | 2  |           |
| Web Site Issue (non-CIT)      | 5  |           |
| <b>NIH Enterprise Systems</b> |    | <b>18</b> |
| ADB                           | 1  |           |
| eRA-COMMONS                   | 1  |           |
| eRA-External                  | 1  |           |
| eRA-Grants Management         | 3  |           |
| eRA-IMPAC II                  | 3  |           |
| eRA-Software BA               | 1  |           |
| ITAS                          | 2  |           |
| NBS-User Call                 | 3  |           |
| NED                           | 2  |           |
| NVision                       | 1  |           |
| <b>Security</b>               |    | <b>3</b>  |
| Security                      | 3  |           |



## IC Ticket Report with Category Summary

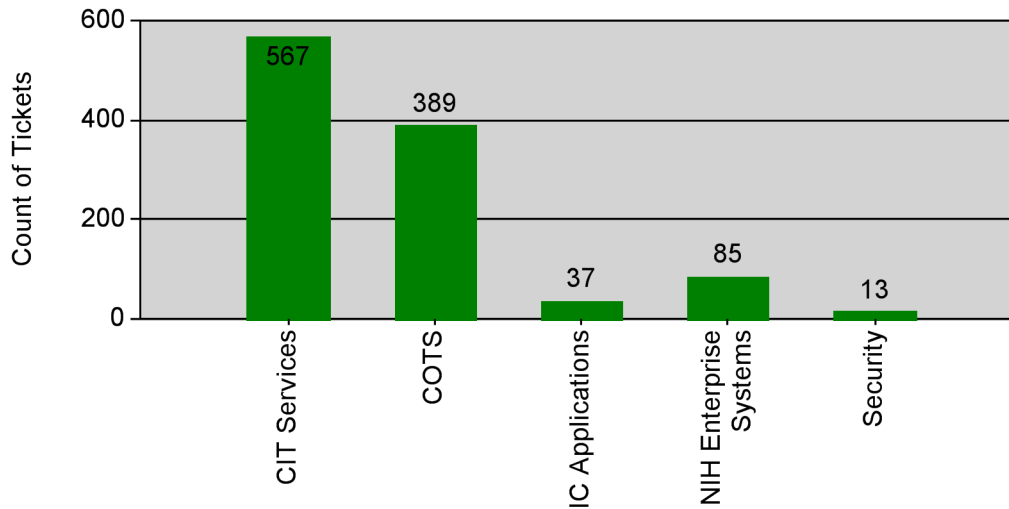


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**Tickets By Category Summary**



|   |             |
|---|-------------|
| <b>NIMH</b>                             | <b>1091</b> |
| <b>CIT Services</b>                     | <b>567</b>  |
| Accounts                                | 269         |
| Back Office Support                     | 41          |
| CIT Categories                          | 4           |
| CIT Categories Remedy                   | 2           |
| Conference Room Support-Equipment Setup | 20          |
| Conference Room Support-Reserve         | 1           |
| Connectivity                            | 34          |
| Email                                   | 103         |
| General Information                     | 25          |
| Helix Support                           | 1           |
| iSDP/Software Distribution              | 1           |
| NIHnet                                  | 6           |
| OS/390                                  | 1           |
| Project Work                            | 1           |

## IC Ticket Report with Category Summary



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|                               |     |            |
|-------------------------------|-----|------------|
| Telecommunications            | 7   |            |
| Training                      | 1   |            |
| Video                         | 1   |            |
| Wireless Services             | 49  |            |
| <b>COTS</b>                   |     | <b>389</b> |
| Application Support           | 218 |            |
| Hardware                      | 171 |            |
| <b>IC Applications</b>        |     | <b>37</b>  |
| CC Clinical Applications      | 5   |            |
| CC Technical Operations       | 1   |            |
| Local LAN                     | 23  |            |
| Web Site Issue (non-CIT)      | 8   |            |
| <b>NIH Enterprise Systems</b> |     | <b>85</b>  |
| ADB                           | 15  |            |
| Capital HR Func App Suppt     | 3   |            |
| eRA-DB                        | 1   |            |
| eRA-Grants Management         | 2   |            |
| eRA-IMPAC II                  | 5   |            |
| eRA-Infrastructure            | 1   |            |
| eRA-Referral and Review       | 2   |            |
| ITAS                          | 6   |            |
| NBS-User Call                 | 31  |            |
| NED                           | 11  |            |
| NIH Data Warehouse            | 1   |            |
| NIH Services                  | 6   |            |
| NVision                       | 1   |            |
| <b>Security</b>               |     | <b>13</b>  |
| Anti Virus SW                 | 2   |            |
| Security                      | 11  |            |

## IC Ticket Report with Category Summary

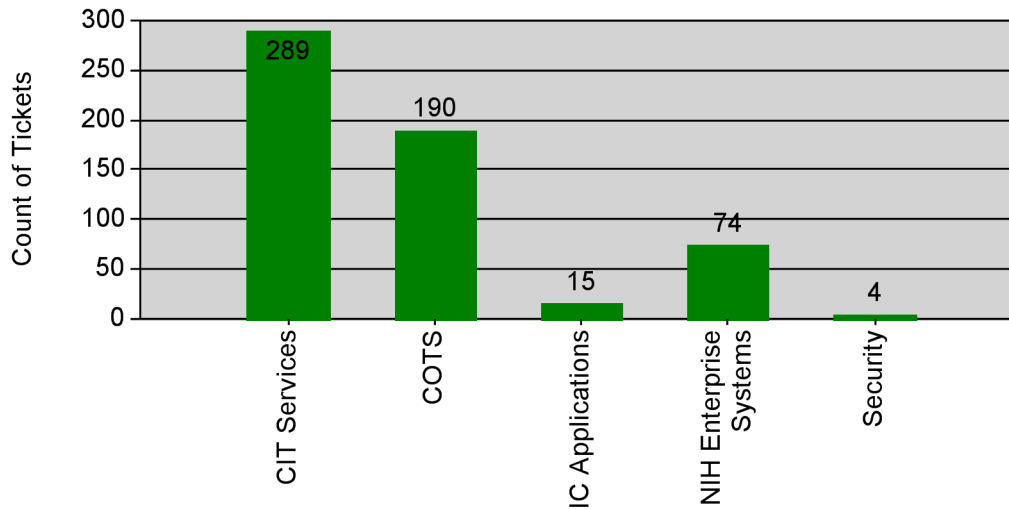


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**Tickets By Category Summary**



|   |            |
|---|------------|
| <b>NINDS</b>                            | <b>572</b> |
| <b>CIT Services</b>                     | <b>289</b> |
| Accounts                                | 145        |
| Back Office Support                     | 32         |
| CIT Categories                          | 2          |
| Conference Room Support-Equipment Setup | 4          |
| Connectivity                            | 16         |
| Email                                   | 39         |
| General Information                     | 19         |
| NIHnet                                  | 8          |
| OS/390                                  | 2          |
| Telecommunications                      | 6          |
| Video                                   | 1          |
| Wireless Services                       | 15         |
| <b>COTS</b>                             | <b>190</b> |
| Application Support                     | 88         |

## IC Ticket Report with Category Summary



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|                               |     |           |
|-------------------------------|-----|-----------|
| Hardware                      | 102 |           |
| <b>IC Applications</b>        |     | <b>15</b> |
| CC Clinical Applications      | 3   |           |
| CC Clinical Applications-ATV  | 1   |           |
| Local LAN                     | 9   |           |
| Web Site Issue (non-CIT)      | 2   |           |
| <b>NIH Enterprise Systems</b> |     | <b>74</b> |
| ADB                           | 7   |           |
| eRA-COMMONS                   | 3   |           |
| eRA-External                  | 1   |           |
| eRA-Grants Management         | 1   |           |
| eRA-IMPAC II                  | 1   |           |
| eRA-Referral and Review       | 1   |           |
| eRA-Software BA               | 1   |           |
| ITAS                          | 3   |           |
| NBS-User Call                 | 38  |           |
| NED                           | 13  |           |
| NIH Services                  | 4   |           |
| NVision                       | 1   |           |
| <b>Security</b>               |     | <b>4</b>  |
| Security                      | 4   |           |

## IC Ticket Report with Category Summary

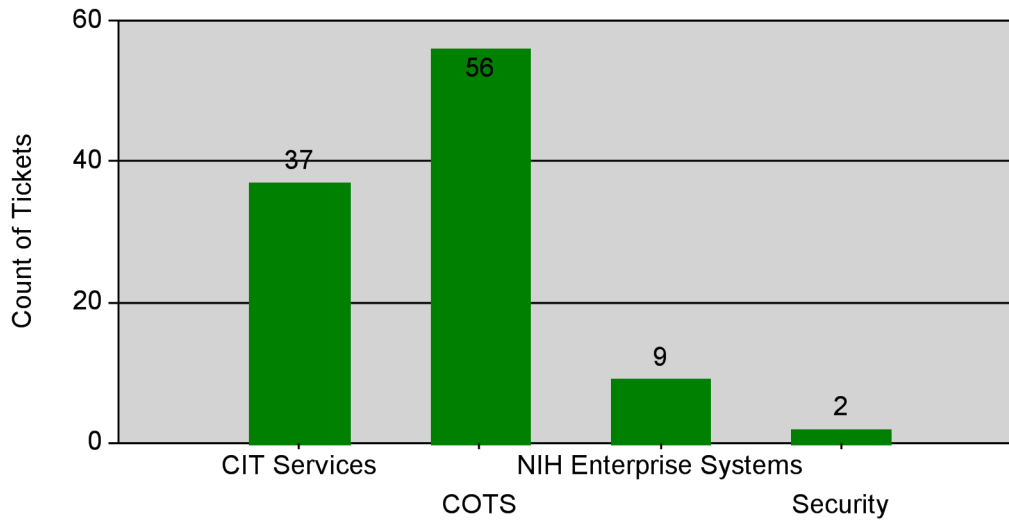


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**Tickets By Category Summary**



|                               |    |            |
|-------------------------------|----|------------|
| <b>NINR</b>                   |    | <b>104</b> |
| <b>CIT Services</b>           |    | <b>37</b>  |
| Accounts                      | 12 |            |
| Back Office Support           | 4  |            |
| CIT Categories                | 1  |            |
| Connectivity                  | 1  |            |
| Email                         | 10 |            |
| General Information           | 2  |            |
| OS/390                        | 1  |            |
| Telecommunications            | 2  |            |
| Wireless Services             | 4  |            |
| <b>COTS</b>                   |    | <b>56</b>  |
| Application Support           | 39 |            |
| Hardware                      | 17 |            |
| <b>NIH Enterprise Systems</b> |    | <b>9</b>   |
| ADB                           | 3  |            |

## IC Ticket Report with Category Summary



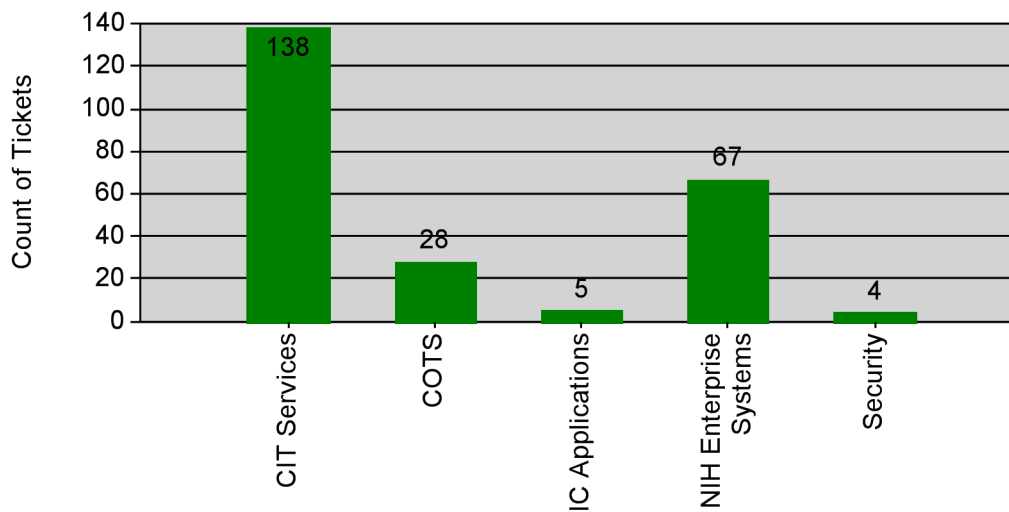
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|                 |          |
|-----------------|----------|
| ITAS            | 1        |
| NBS-User Call   | 5        |
| <b>Security</b> | <b>2</b> |
| Security        | 2        |

Tickets By Category Summary



|                       |            |
|-----------------------|------------|
| <b>NLM</b>            | <b>242</b> |
| <b>CIT Services</b>   | <b>138</b> |
| Accounts              | 90         |
| Back Office Support   | 8          |
| CIT Categories Remedy | 1          |
| Connectivity          | 3          |
| Email                 | 17         |
| General Information   | 5          |
| NIHnet                | 6          |
| Telecommunications    | 1          |
| Training              | 1          |
| Video                 | 2          |

## IC Ticket Report with Category Summary



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

|                               |    |           |
|-------------------------------|----|-----------|
| Wireless Services             | 4  |           |
| <b>COTS</b>                   |    | <b>28</b> |
| Application Support           | 19 |           |
| Hardware                      | 9  |           |
| <b>IC Applications</b>        |    | <b>5</b>  |
| Local LAN                     | 2  |           |
| Web Site Issue (non-CIT)      | 3  |           |
| <b>NIH Enterprise Systems</b> |    | <b>67</b> |
| ADB                           | 7  |           |
| eRA-Grants Management         | 1  |           |
| ITAS                          | 5  |           |
| NBS-User Call                 | 36 |           |
| NED                           | 11 |           |
| NIH Data Warehouse            | 3  |           |
| NIH Services                  | 2  |           |
| NVision                       | 2  |           |
| <b>Security</b>               |    | <b>4</b>  |
| Security                      | 4  |           |

## IC Ticket Report with Category Summary

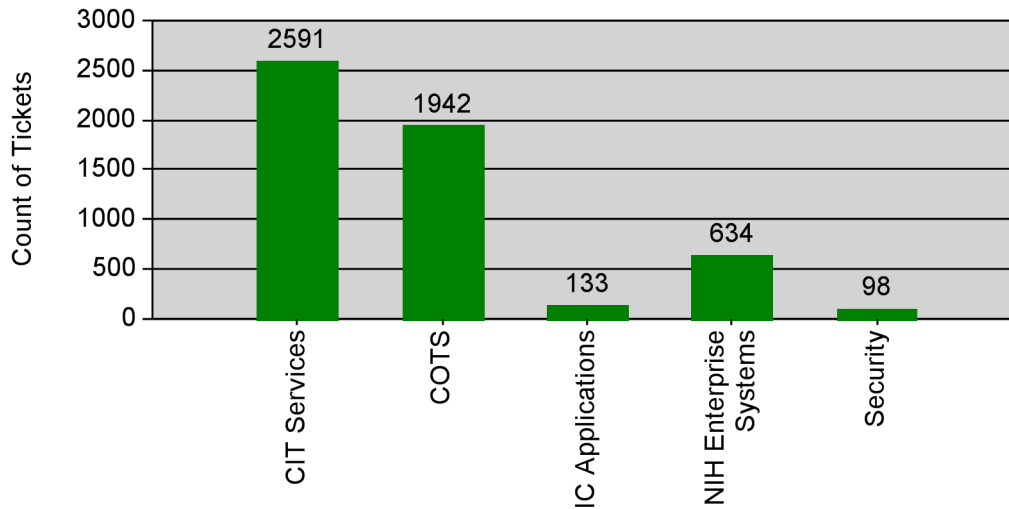


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**Tickets By Category Summary**



|  |             |
|--|-------------|
| <b>OD</b>                                  | <b>5398</b> |
| <b>CIT Services</b>                        | <b>2591</b> |
| Accounts                                   | 1093        |
| Back Office Support                        | 383         |
| CIT Categories                             | 25          |
| CIT Categories Remedy                      | 20          |
| Conference Room Support-Equipment Setup    | 40          |
| Conference Room Support-Monitor Conference | 1           |
| Conference Room Support-Reserve            | 2           |
| Connectivity                               | 137         |
| Email                                      | 391         |
| General Information                        | 139         |
| iSDP/Software Distribution                 | 2           |
| NIHnet                                     | 49          |
| OS/390                                     | 3           |
| Telecommunications                         | 87          |



## IC Ticket Report with Category Summary



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|                               |      |             |
|-------------------------------|------|-------------|
| Training                      | 7    |             |
| Video                         | 14   |             |
| Wireless Services             | 198  |             |
| <b>COTS</b>                   |      | <b>1942</b> |
| Application Support           | 822  |             |
| Hardware                      | 1120 |             |
| <b>IC Applications</b>        |      | <b>133</b>  |
| CC Clinical Applications      | 1    |             |
| Local LAN                     | 93   |             |
| OIT Categories                | 3    |             |
| Web Site Issue (non-CIT)      | 36   |             |
| <b>NIH Enterprise Systems</b> |      | <b>634</b>  |
| ADB                           | 65   |             |
| Capital HR Func App Suppt     | 8    |             |
| Capital HR Interface          | 1    |             |
| Capital HR Reporting          | 1    |             |
| Capital HR Security           | 6    |             |
| Capital HR Technical          | 1    |             |
| eRA-COMMONS                   | 9    |             |
| eRA-External                  | 5    |             |
| eRA-Grants Management         | 3    |             |
| eRA-IMPAC II                  | 45   |             |
| eRA-Infrastructure            | 12   |             |
| eRA-Referral and Review       | 17   |             |
| eRA-Reporting                 | 2    |             |
| eRA-Software BA               | 2    |             |
| eRA-Training                  | 1    |             |
| eRA-UAT                       | 1    |             |
| GovTrip User Call             | 28   |             |

## IC Ticket Report with Category Summary



For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 6:48:04 AM

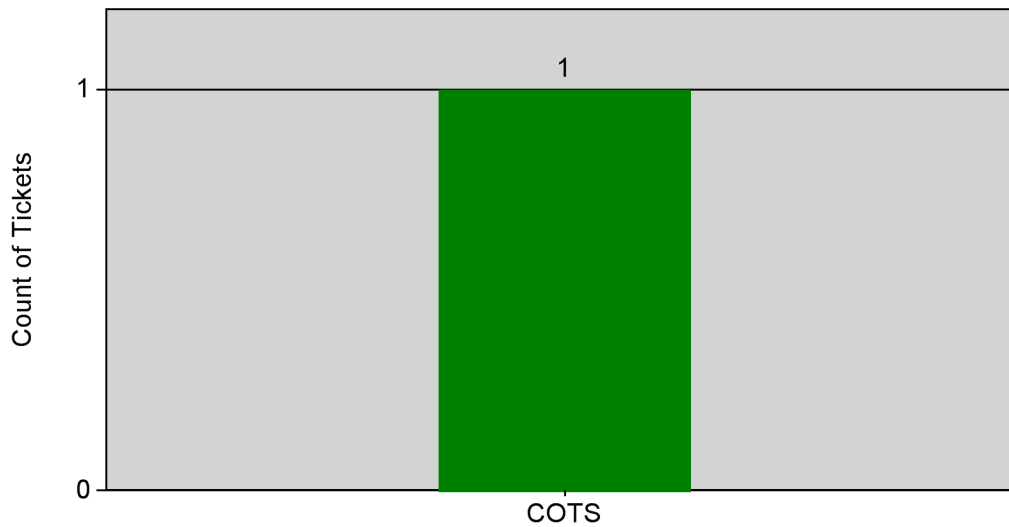
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

|                    |     |
|--------------------|-----|
| ITAS               | 27  |
| NBS Break/Fix      | 1   |
| NBS-Sandbox        | 1   |
| NBS-User Call      | 258 |
| NED                | 59  |
| NIH Data Warehouse | 17  |
| NIH Services       | 49  |
| NVision            | 15  |

### Security 98

|               |    |
|---------------|----|
| Anti Virus SW | 5  |
| Security      | 93 |

Tickets By Category Summary



### OEOCR 1

#### COTS 1

|          |   |
|----------|---|
| Hardware | 1 |
|----------|---|

## IC Ticket Report with Category Summary

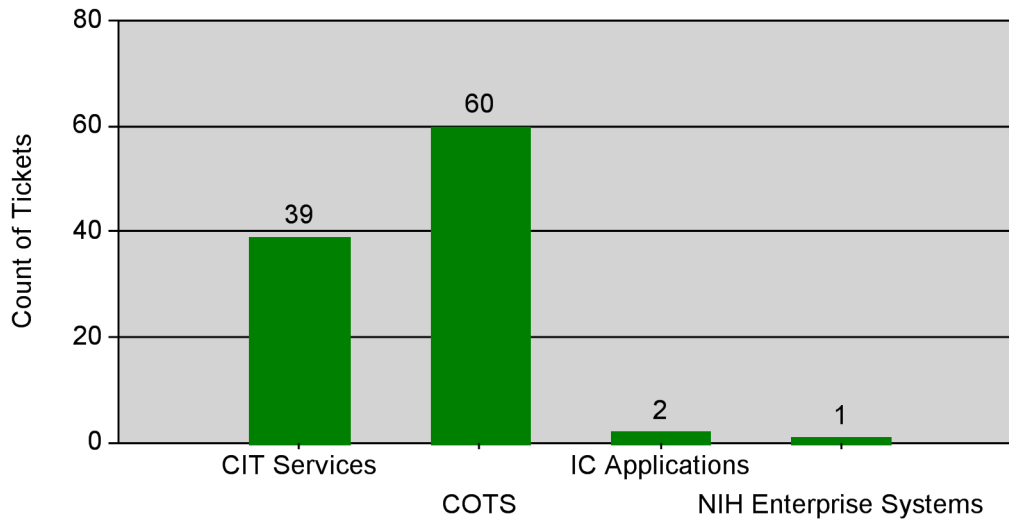


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**Tickets By Category Summary**



|                          |            |
|--------------------------|------------|
| <b>OFAM</b>              | <b>102</b> |
| <b>CIT Services</b>      | <b>39</b>  |
| Accounts                 | 15         |
| Back Office Support      | 5          |
| Connectivity             | 1          |
| Email                    | 10         |
| General Information      | 4          |
| Telecommunications       | 1          |
| Video                    | 1          |
| Wireless Services        | 2          |
| <b>COTS</b>              | <b>60</b>  |
| Application Support      | 24         |
| Hardware                 | 36         |
| <b>IC Applications</b>   | <b>2</b>   |
| Local LAN                | 1          |
| Web Site Issue (non-CIT) | 1          |

## IC Ticket Report with Category Summary



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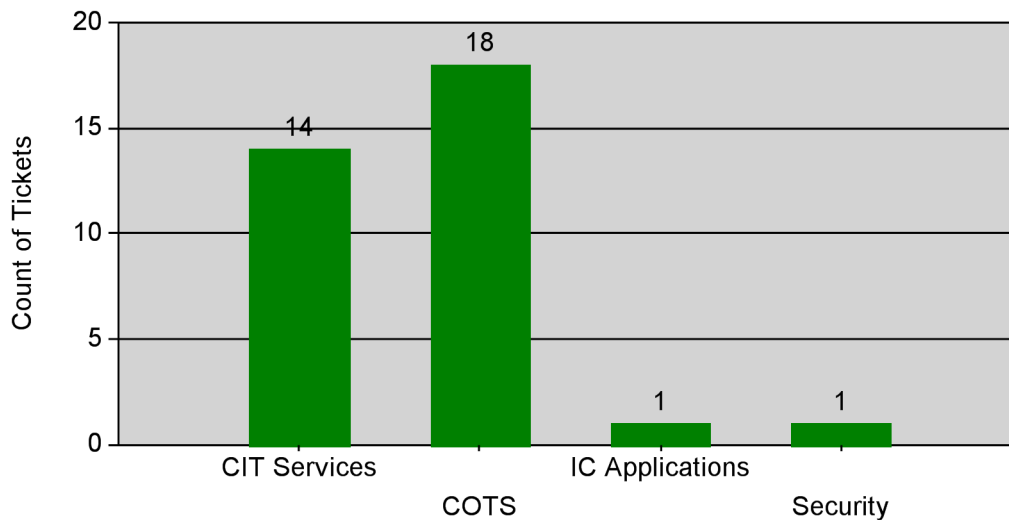
### NIH Enterprise Systems

1

ITAS

1

Tickets By Category Summary



### OFM

34

#### CIT Services

14

Accounts

5

Back Office Support

3

Email

4

General Information

2

#### COTS

18

Application Support

7

Hardware

11

#### IC Applications

1

Web Site Issue (non-CIT)

1

#### Security

1

Security

1

## IC Ticket Report with Category Summary

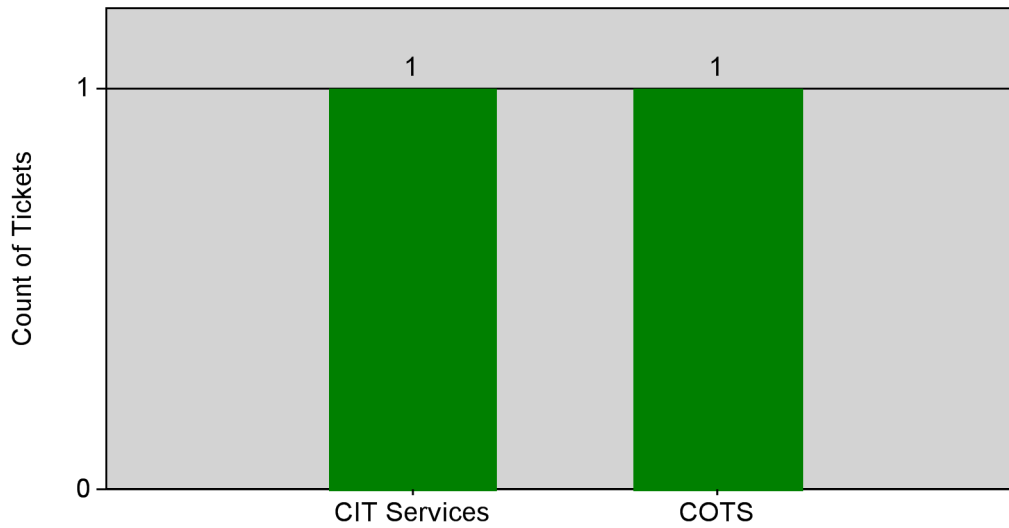


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Snapshot Date: 4/1/2009 6:48:04 AM

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**Tickets By Category Summary**



|                     |          |
|---------------------|----------|
| <b>OHIT</b>         | <b>2</b> |
| <b>CIT Services</b> | <b>1</b> |
| Back Office Support | 1        |
| <b>COTS</b>         | <b>1</b> |
| Application Support | 1        |

## IC Ticket Report with Category Summary

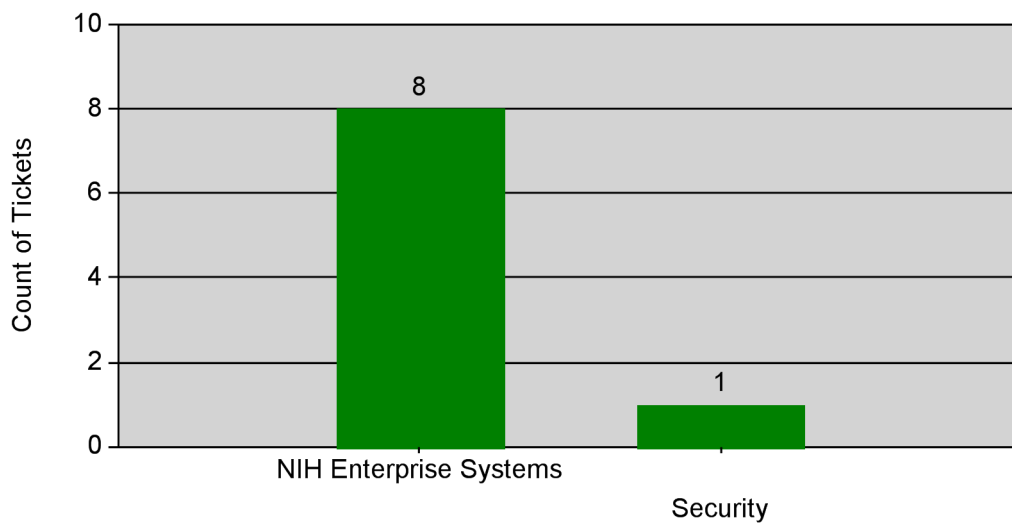


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**Tickets By Category Summary**



|                               |          |
|-------------------------------|----------|
| <b>OIM</b>                    | <b>9</b> |
| <b>NIH Enterprise Systems</b> | <b>8</b> |
| ITAS                          | 8        |
| <b>Security</b>               | <b>1</b> |
| Security                      | 1        |

## IC Ticket Report with Category Summary

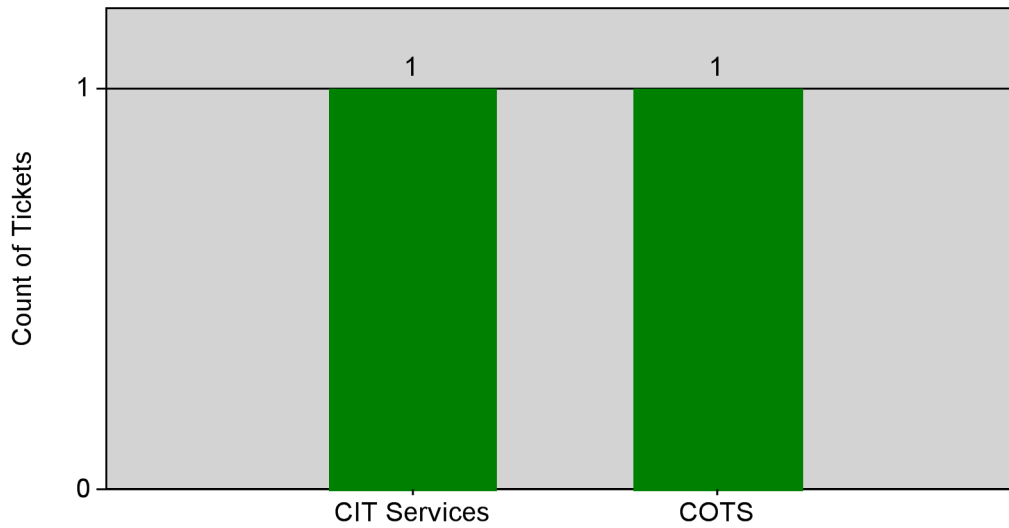


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**Tickets By Category Summary**



|                     |          |
|---------------------|----------|
| <b>OL</b>           | <b>2</b> |
| <b>CIT Services</b> | <b>1</b> |
| Accounts            | 1        |
| <b>COTS</b>         | <b>1</b> |
| Hardware            | 1        |

## IC Ticket Report with Category Summary

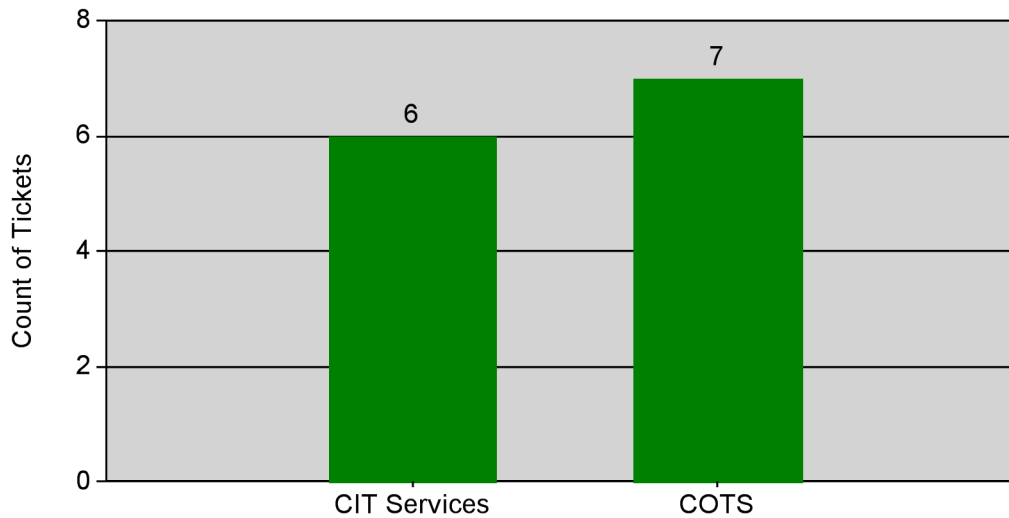


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**Tickets By Category Summary**



|                     |    |
|---------------------|----|
| OM                  | 13 |
| CIT Services        | 6  |
| Email               | 6  |
| COTS                | 7  |
| Application Support | 3  |
| Hardware            | 4  |



## IC Ticket Report with Category Summary

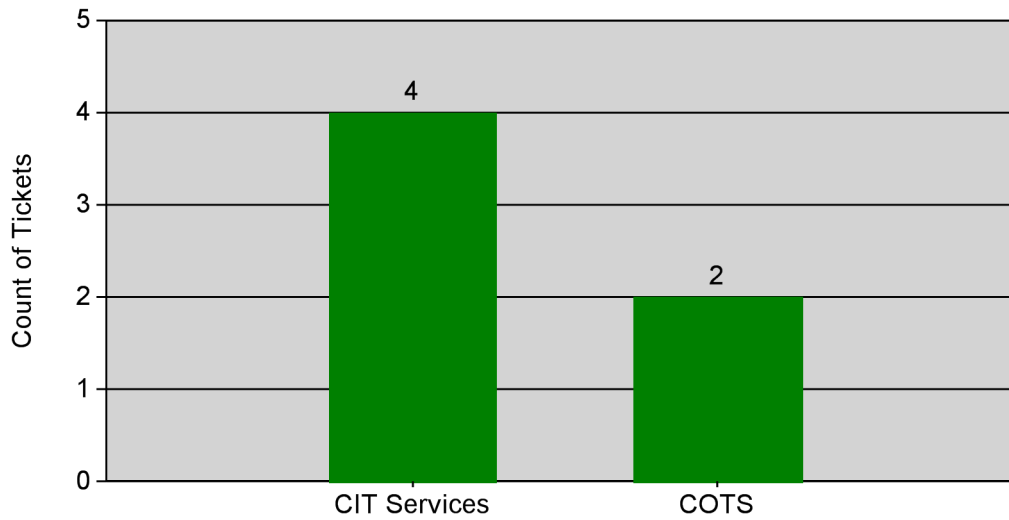


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**Tickets By Category Summary**



|                     |   |          |
|---------------------|---|----------|
| <b>OMH</b>          |   | <b>6</b> |
| <b>CIT Services</b> |   | <b>4</b> |
| Accounts            | 1 |          |
| Connectivity        | 1 |          |
| Email               | 2 |          |
| <b>COTS</b>         |   | <b>2</b> |
| Application Support | 2 |          |

## IC Ticket Report with Category Summary

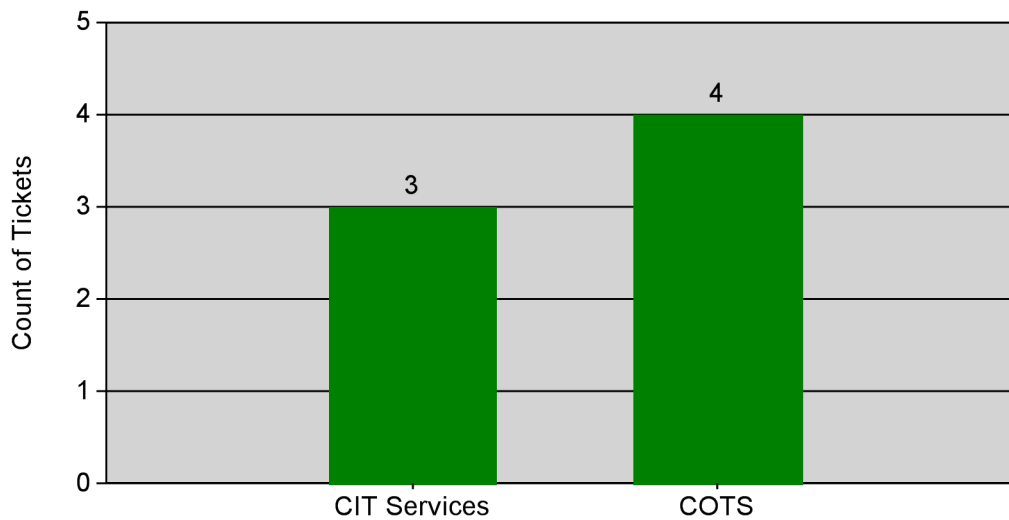


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**Tickets By Category Summary**



|                     |          |
|---------------------|----------|
| <b>OPE</b>          | <b>7</b> |
| <b>CIT Services</b> | <b>3</b> |
| Accounts            | 1        |
| Back Office Support | 1        |
| Wireless Services   | 1        |
| <b>COTS</b>         | <b>4</b> |
| Application Support | 1        |
| Hardware            | 3        |

## IC Ticket Report with Category Summary

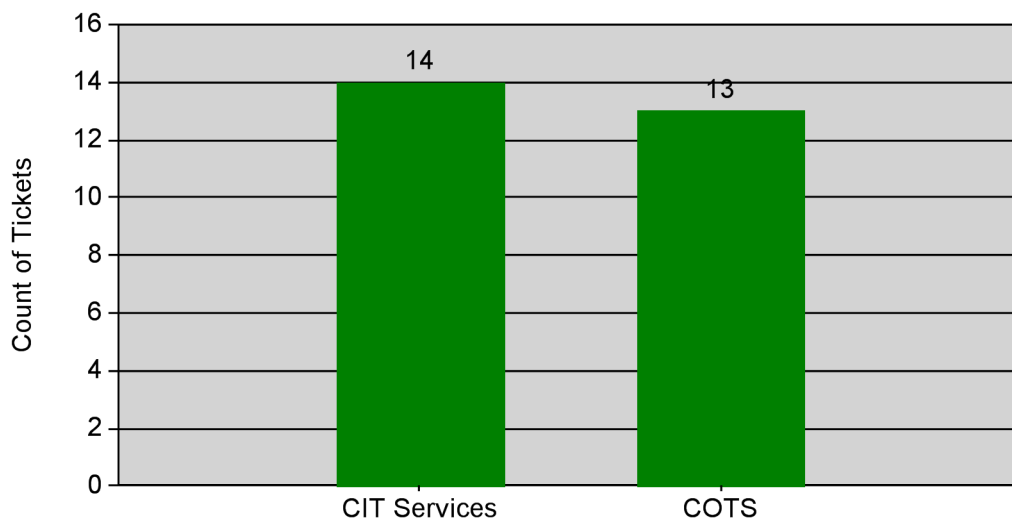


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**Tickets By Category Summary**



|                     |    |           |
|---------------------|----|-----------|
| <b>OPR</b>          |    | <b>27</b> |
| <b>CIT Services</b> |    | <b>14</b> |
| Accounts            | 11 |           |
| Back Office Support | 1  |           |
| Email               | 2  |           |
| <b>COTS</b>         |    | <b>13</b> |
| Application Support | 6  |           |
| Hardware            | 7  |           |

## IC Ticket Report with Category Summary

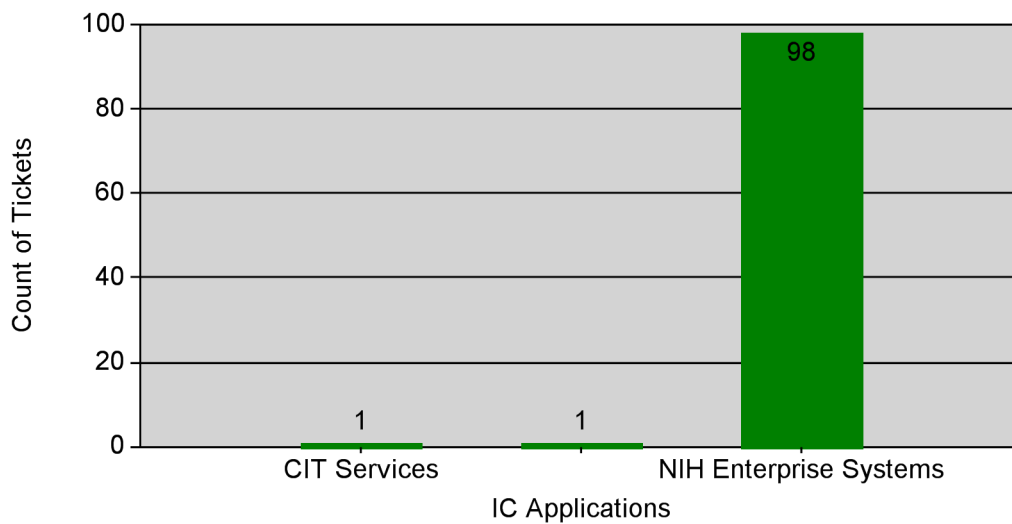


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**Tickets By Category Summary**



|                               |            |
|-------------------------------|------------|
| <b>ORA</b>                    | <b>100</b> |
| <b>CIT Services</b>           | <b>1</b>   |
| Wireless Services             | 1          |
| <b>IC Applications</b>        | <b>1</b>   |
| Web Site Issue (non-CIT)      | 1          |
| <b>NIH Enterprise Systems</b> | <b>98</b>  |
| ITAS                          | 98         |

## IC Ticket Report with Category Summary

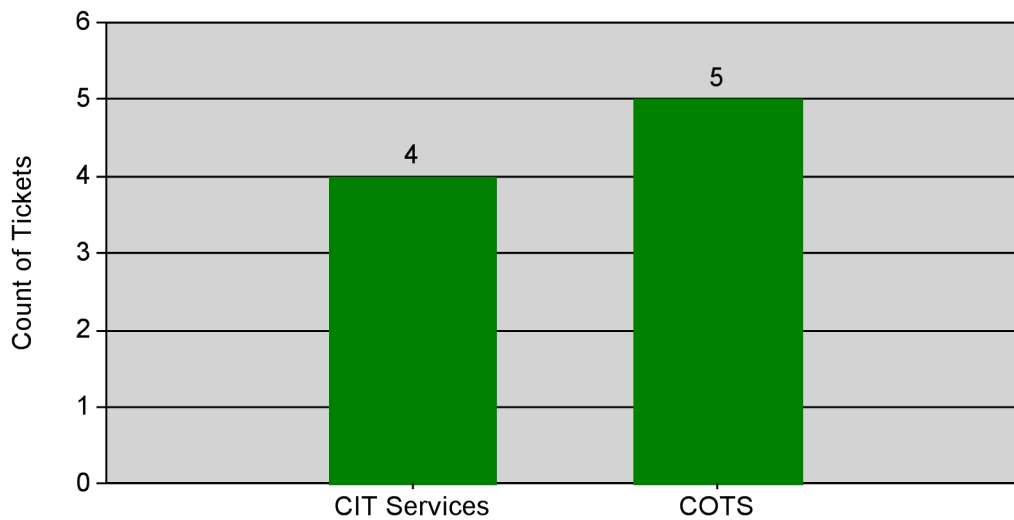


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**Tickets By Category Summary**



|                     |   |          |
|---------------------|---|----------|
| <b>ORHP</b>         |   | <b>9</b> |
| <b>CIT Services</b> |   | <b>4</b> |
| Email               | 1 |          |
| General Information | 2 |          |
| Wireless Services   | 1 |          |
| <b>COTS</b>         |   | <b>5</b> |
| Application Support | 5 |          |

## IC Ticket Report with Category Summary

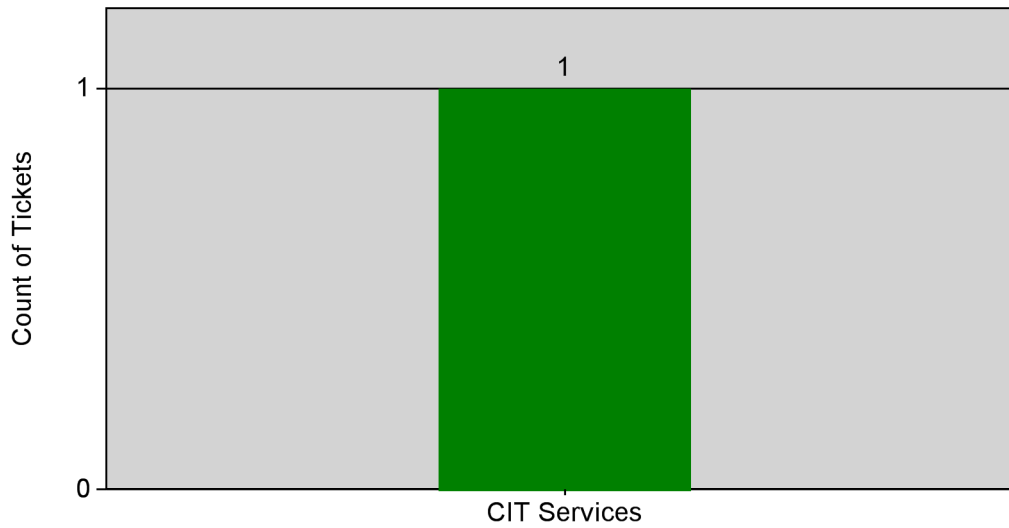


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**Tickets By Category Summary**



|              |   |
|--------------|---|
| OT           | 1 |
| CIT Services | 1 |
| Accounts     | 1 |

## IC Ticket Report with Category Summary

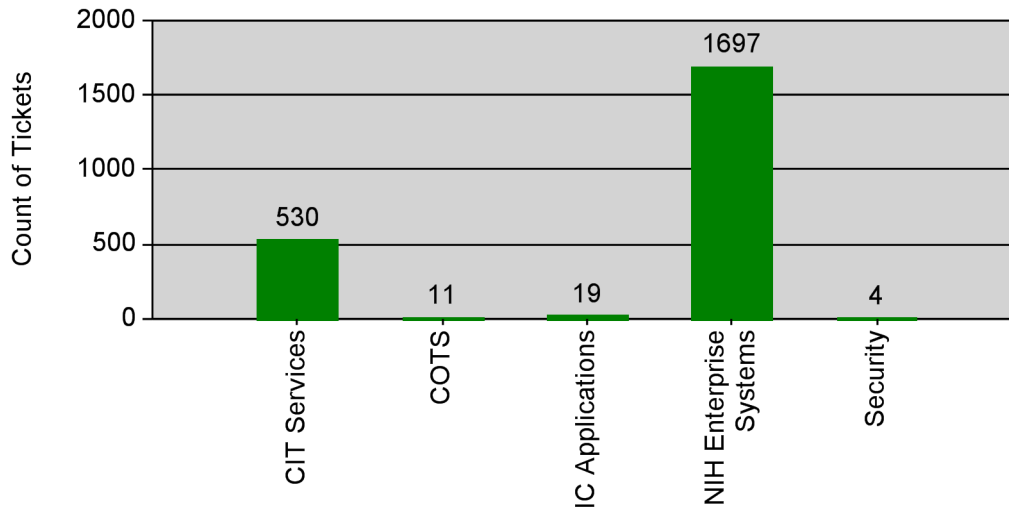


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**Tickets By Category Summary**



|                                    |             |
|------------------------------------|-------------|
| <b>OTHER</b>                       | <b>2261</b> |
| <b>CIT Services</b>                | <b>530</b>  |
| Accounts                           | 287         |
| Back Office Support                | 2           |
| CIT Categories                     | 117         |
| CIT Categories Remedy              | 1           |
| CIT Categories-General Information | 1           |
| Connectivity                       | 7           |
| Email                              | 9           |
| General Information                | 75          |
| iSDP/Software Distribution         | 1           |
| NIHnet                             | 2           |
| OS/390                             | 6           |
| Training                           | 1           |
| Video                              | 11          |
| Wireless Services                  | 10          |

## IC Ticket Report with Category Summary



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|                               |             |
|-------------------------------|-------------|
| <b>COTS</b>                   | <b>11</b>   |
| Application Support           | 5           |
| Hardware                      | 6           |
| <b>IC Applications</b>        | <b>19</b>   |
| CC Clinical Applications      | 3           |
| CC Technical Operations       | 1           |
| Local LAN                     | 1           |
| Web Site Issue (non-CIT)      | 14          |
| <b>NIH Enterprise Systems</b> | <b>1697</b> |
| ADB                           | 2           |
| Capital HR Technical          | 1           |
| eRA-COMMONS                   | 1132        |
| eRA-DB                        | 7           |
| eRA-External                  | 479         |
| eRA-Grants Management         | 42          |
| eRA-IMPAC II                  | 4           |
| eRA-Infrastructure            | 7           |
| eRA-Partnership Issues        | 2           |
| eRA-Referral and Review       | 8           |
| eRA-Reporting                 | 4           |
| eRA-UAT                       | 2           |
| ITAS                          | 1           |
| NBS-User Call                 | 4           |
| NED                           | 1           |
| NIH Services                  | 1           |
| <b>Security</b>               | <b>4</b>    |
| Anti Virus SW                 | 1           |
| Security                      | 3           |



## IC Ticket Report with Category Summary

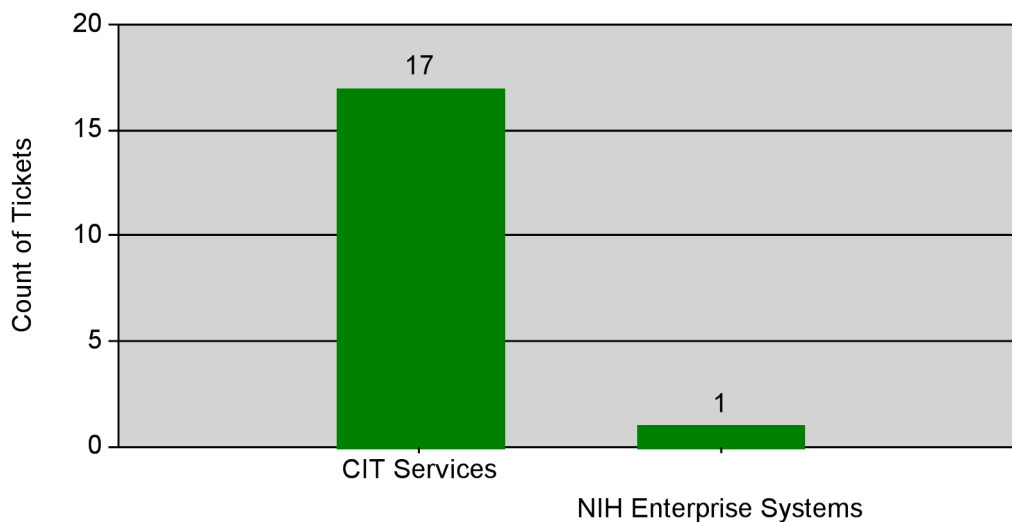


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**Tickets By Category Summary**



| Region                 |    | 18 |
|------------------------|----|----|
| CIT Services           |    | 17 |
| Accounts               | 12 |    |
| Email                  | 3  |    |
| Wireless Services      | 2  |    |
| NIH Enterprise Systems |    | 1  |
| ITAS                   | 1  |    |

## IC Ticket Report with Category Summary

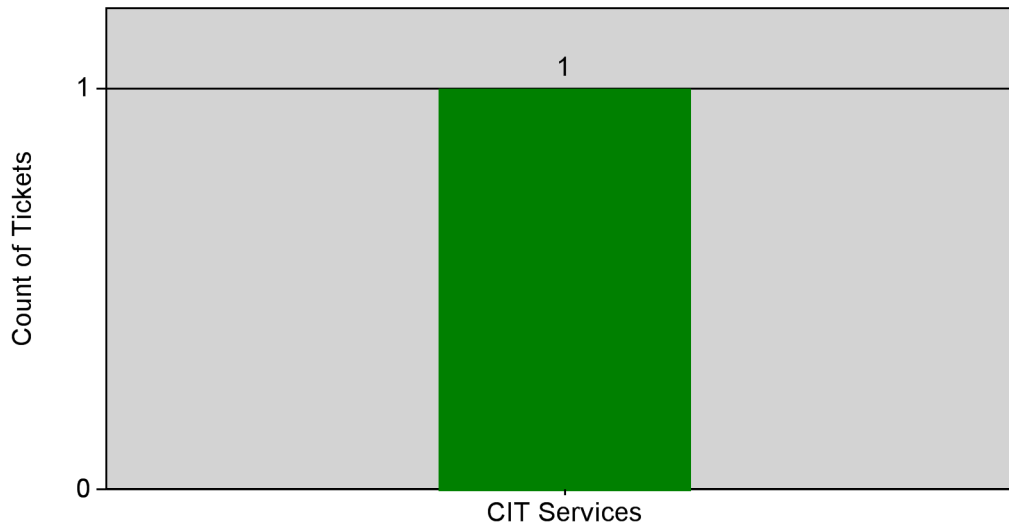


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**Tickets By Category Summary**



|              |   |
|--------------|---|
| VA           | 1 |
| CIT Services | 1 |
| Accounts     | 1 |